



TEKS CORRELATIONS & SUGGESTED PACING GUIDE

Hospitality Services



iCEV Family & Consumer Sciences Site

Meets 87% of TEKS

270 days of teaching material

Scope & Sequence	Lesson Title	TEKS	Days of Teaching
1	Exploring Careers: Hospitality & Tourism	3.B.i; 3.B.ii; 3.E.i; 3.E.ii; 3.F.i; 3.G.i; 3.H.i; 3.I.i; 3.L.i; 3.L.ii	10
2	Careers in the Culinary Industry	9.C.i	9
3	Emily Post, Who?	3.J.i; 3.J.ii	7
4	Food Math & Measurements	N/A	9
5	Food Service Equipment	8.E.i; 10.C.i	5
6	Buying for Food Service	9.D.i	8
7	Nutrition & Food Service	10.B.i; 10.B.ii; 10.B.iii	7
8	Food Quality & Palatability Factors	10.A.i; 10.A.ii	5
9	A Closer Look at Travel & Tourism Management	9.F.i	6
10	Travel & Tourism Industry	3.J.i; 3.J.ii; 12.A.i; 12.A.ii; 12.A.iii; 12.A.iv; 12.B.i; 12.C.i; 12.D.i; 12.D.ii	7
11	A Closer Look at Lodging Management	12.A.i; 12.A.ii; 12.A.iii	6
12	Aspects of a Business Plan	7.D.i	4
13	Budgeting for Business	7.C.i; 9.A.i	4
14	Basic Accounting Principles	7.C.i; 9.A.i	4
15	Fundamentals of Marketing	1.B.i; 1.B.ii; 7.A.i; 7.A.ii; 7.B.i	7
16	Advertising for Business	N/A	7
17	Pricing Strategies & Concepts	7.C.i; 9.A.i	6
18	Human Resource Management	6.A.i	17
19	Trends in the Hospitality & Tourism Industry	9.E.i	5
20	Technology in the Hospitality & Tourism Industry	5.A.i; 5.B.i; 5.C.i; 5.C.ii; 11.E.i	5
21	Customer Service in the Hospitality & Tourism Industry	2.B.i; 2.B.ii; 2.C.i; 2.D.i; 2.E.i; 3.k.i; 5.B.i; 5.C.i; 5.C.ii; 6.B.i; 6.D.i; 6.F.i; 9.B.i; 11.A.i; 11.B.i; 11.C.i; 11.D.i; 11.F.i	5
22	Processing Returns, Payments & Exchanges	N/A	5
23	Sanitation & Safety Practices in Hospitality & Tourism	8.A.ii	5
24	Skills for Real World Survival	1.A.ii	13
25	Management of Energy, Money & Tasks	3.C.i; 3.C.ii	6
26	Mathematics in the Workplace	1.A.iii	9
27	Employability Skills	3.J.i; 3.J.ii	5
28	Evaluating Applications & Résumés	N/A	3
29	Workplace Issues	4.A.i; 4.A.ii; 4.A.iii; 4.B.i; 4.B.ii; 8.A.i	4
30	Business Ethics	4.C.i	3
31	Ethics in Business	4.C.i	6
32	Effective Reading Strategies	1.A.i	7
33	Written Communication Practices	1.A.ii	15
34	Introduction to Professional Communication	1.A.ii	5

Scope & Sequence	Lesson Title	TEKS	Days of Teaching
35	Listening 101	2.A.i	3
36	Conflict Management	6.C.i	6
37	Multicultural Workplace	6.E.i; 6.E.ii	4
38	Jobs, Careers & Education	3.D.i	10
39	Societal Impacts on Careers	N/A	8
40	Formulas for Career Success: Job Search	3.A.i	2
41	Formulas for Career Success: Résumés	3.A.i	3
42	Formulas for Career Success: Portfolio Development	3.D.i	5

Correlations to the Texas Essential Knowledge and Skills (TEKS): Student/Teacher Material

Subject	Chapter 130. Texas Essential Knowledge and Skills for Career & Technical Education
Subchapter	Subchapter I. Hospitality and Tourism
Course	§130.260. Hospitality Services (Two Credits), Adopted 2015.
Publisher	CEV Multimedia, Ltd.
Program Title	iCEV Family & Consumer Sciences Site
Program ISBN	9781614592228
TEKS Coverage (%)	86.67%

(a) **General requirements.** This course is recommended for students in Grades 11 and 12. Recommended prerequisites: Principles of Hospitality and Tourism, Hotel Management, and Travel and Tourism Management. Students shall be awarded two credits for successful completion of this course.

(b) Introduction.

- (1) Career and technical education instruction provides content aligned with challenging academic standards and relevant technical knowledge and skills for students to further their education and succeed in current or emerging professions.
- (2) The Hospitality and Tourism Career Cluster focuses on the management, marketing, and operations of restaurants and other food/beverage services, lodging, attractions, recreation events, and travel-related services.
- (3) Hospitality Services provides students with the academic and technical preparation to pursue high-demand and high-skill careers in hospitality related industries. The knowledge and skills are acquired within a sequential, standards-based program that integrates hands-on and project-based instruction. Standards included in the Hospitality Services course are designed to prepare students for nationally recognized industry certifications, postsecondary education, and entry-level careers. In addition, Hospitality Services is designed so that performance standards meet employer expectations, enhancing the employability of students. Instruction may be delivered through laboratory training or through internships, mentoring, or job shadowing.
- (4) Students are encouraged to participate in extended learning experiences such as career and technical student organizations and other leadership or extracurricular organizations.
- (5) Statements that contain the word "including" reference content that must be mastered, while those containing the phrase "such as" are intended as possible illustrative examples.

(c) Knowledge and Skills.

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
(1) The student demonstrates professional standards/employability skills as required by business and industry. The student is expected to:	(A) apply advanced reading, writing, and mathematical skills necessary in the hospitality industry	(i) apply advanced reading skills necessary in the hospitality industry	Student/Teacher	Narrative	9781614592228	Effective Reading Strategies	
			Student/Teacher	Activity	9781614592228	Activity - Patterns of Organization; Activity - Patterns of Organization Answer Key; Activity - Summarization; Activity - The Mind Map; Project - Effective Reading	Effective Reading Strategies
(1) The student demonstrates professional standards/employability skills as required by business and industry. The student is expected to:	(A) apply advanced reading, writing, and mathematical skills necessary in the hospitality industry	(ii) apply advanced writing skills necessary in the hospitality industry	Student/Teacher	Narrative	9781614592228	Written Communication Practices	
			Student/Teacher	Activity	9781614592228	Activity - Blog	Written Communication Practices
			Student/Teacher	Narrative	9781614592228	Introduction to Professional Communication	
			Student/Teacher	Activity	9781614592228	Project - Communication & Careers	Introduction to Professional Communication
			Student/Teacher	Narrative	9781614592228	Skills for Real World Survival	

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
(1) The student demonstrates professional standards/employability skills as required by business and industry. The student is expected to:	(A) apply advanced reading, writing, and mathematical skills necessary in the hospitality industry	(iii) apply advanced mathematical skills necessary in the hospitality industry	Student/Teacher	Narrative	9781614592228	Mathematics in the Workplace	
			Student/Teacher	Activity	9781614592228	Activity - Math Worksheet; Activity - Real-Life Math; Activity - Real-Life Math Answer Key	Mathematics in the Workplace
			Student/Teacher	Activity	9781614592228	Basic Accounting Principles	
(1) The student demonstrates professional standards/employability skills as required by business and industry. The student is expected to:	(B) understand and develop marketing techniques	(i) understand marketing techniques	Student/Teacher	Narrative	9781614592228	Fundamentals of Marketing	
			Student/Teacher	Activity	9781614592228	Activity - Segmenting Your School; Activity - Seven Functions of Marketing; Activity - Seven Functions of Marketing Answer Key; Project - Marketing Planning Paper; Project - Research Design; Project-The Marketing Mix Applied	Fundamentals of Marketing
(1) The student demonstrates professional standards/employability skills as required by business and industry. The student is expected to:	(B) understand and develop marketing techniques	(ii) develop marketing techniques	Student/Teacher	Narrative	9781614592228	Fundamentals of Marketing	
			Student/Teacher	Activity	9781614592228	Activity - Segmenting Your School; Activity - Seven Functions of Marketing; Activity - Seven Functions of Marketing Answer Key; Project - Marketing Planning Paper; Project - Research Design; Project-The Marketing Mix Applied	Fundamentals of Marketing
(2) The student uses communication skills in the creation, expression, and interpretation of information and ideas. The student is expected to:	(A) interpret communication such as verbal and non-verbal	(i) interpret communication	Student/Teacher	Narrative	9781614592228	Listening 101	
			Student/Teacher	Activity	9781614592228	Activity - Bus Driver Listening Teacher Instruction Sheet; Activity - Draw What You Hear Teacher Instruction Sheet; Project - Newsletter	Listening 101

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
(2) The student uses communication skills in the creation, expression, and interpretation of information and ideas. The student is expected to:	(B) recognize and respond to guest needs	(i) recognize guest needs	Student/Teacher	Narrative	9781614592228	Customer Service in the Hospitality & Tourism Industry	
			Student/Teacher	Activity	9781614592228	Project - Guest Needs & Satisfaction	Customer Service in the Hospitality & Tourism Industry
(2) The student uses communication skills in the creation, expression, and interpretation of information and ideas. The student is expected to:	(B) recognize and respond to guest needs	(ii) respond to guest needs	Student/Teacher	Narrative	9781614592228	Customer Service in the Hospitality & Tourism Industry	
			Student/Teacher	Activity	9781614592228	Project - Guest Needs & Satisfaction	Customer Service in the Hospitality & Tourism Industry
(2) The student uses communication skills in the creation, expression, and interpretation of information and ideas. The student is expected to:	(C) develop listening skills to accurately process messages for guests	(i) develop listening skills to accurately process messages for guests	Student/Teacher	Narrative	9781614592228	Customer Service in the Hospitality & Tourism Industry	
			Student/Teacher	Activity	9781614592228	Project - Guest Needs & Satisfaction	Customer Service in the Hospitality & Tourism Industry
(2) The student uses communication skills in the creation, expression, and interpretation of information and ideas. The student is expected to:	(D) exhibit public relations skills	(i) exhibit public relations skills	Student/Teacher	Narrative	9781614592228	Customer Service in the Hospitality & Tourism Industry	
			Student/Teacher	Activity	9781614592228	Project - Guest Needs & Satisfaction	Customer Service in the Hospitality & Tourism Industry
(2) The student uses communication skills in the creation, expression, and interpretation of information and ideas. The student is expected to:	(E) recognize alternate communication services to assist customers with specialized needs	(i) recognize alternate communication services to assist customers with specialized needs	Student/Teacher	Narrative	9781614592228	Customer Service in the Hospitality & Tourism Industry	
			Student/Teacher	Activity	9781614592228	Project - Guest Needs & Satisfaction	Customer Service in the Hospitality & Tourism Industry

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
(3) The student researches career opportunities and qualifications to broaden awareness of careers available in the hospitality industry. The student is expected to:	(A) outline a plan for an effective job search, including developing a resume	(i) outline a plan for an effective job search, including developing a resume	Student/Teacher	Narrative	9781614592228	Formulas for Career Success: Job Search	
			Student/Teacher	Activity	9781614592228	Activity- Job Hunt	Formulas for Career Success: Job Search
			Student/Teacher	Narrative	9781614592228	Formulas For Career Success: Resumes	
			Student/Teacher	Activity	9781614592228	Activity - Resume Critique; Activity - Sample Resume Discussion; Project-Resume Development	Formulas For Career Success: Resumes
(3) The student researches career opportunities and qualifications to broaden awareness of careers available in the hospitality industry. The student is expected to:	(B) demonstrate flexibility to learn new knowledge and skills	(i) demonstrate flexibility to learn new knowledge	Student/Teacher	Narrative	9781614592228	Exploring Careers: Hospitality & Tourism	
			Student/Teacher	Activity	9781614592228	Project - Career Exploration Journal: Career Plan	Exploring Careers: Hospitality & Tourism
(3) The student researches career opportunities and qualifications to broaden awareness of careers available in the hospitality industry. The student is expected to:	(B) demonstrate flexibility to learn new knowledge and skills	(ii) demonstrate flexibility to learn new skills	Student/Teacher	Narrative	9781614592228	Exploring Careers: Hospitality & Tourism	
			Student/Teacher	Activity	9781614592228	Project - Career Exploration Journal: Career Plan	Exploring Careers: Hospitality & Tourism
(3) The student researches career opportunities and qualifications to broaden awareness of careers available in the hospitality industry. The student is expected to:	(C) prioritize work responsibilities and life responsibilities	(i) prioritize work responsibilities	Student/Teacher	Narrative	9781614592228	Management of Energy, Money & Tasks	
			Student/Teacher	Activity	9781614592228	Project - Managing Tasks; Project - Work-Life Balance	Management of Energy, Money & Tasks
(3) The student researches career opportunities and qualifications to broaden awareness of careers available in the hospitality industry. The student is expected to:	(C) prioritize work responsibilities and life responsibilities	(ii) prioritize life responsibilities	Student/Teacher	Narrative	9781614592228	Management of Energy, Money & Tasks	
			Student/Teacher	Activity	9781614592228	Project - Managing Tasks; Project - Work-Life Balance	Management of Energy, Money & Tasks

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
(3) The student researches career opportunities and qualifications to broaden awareness of careers available in the hospitality industry. The student is expected to:	(D) develop an electronic career portfolio	(i) develop an electronic career portfolio	Student/Teacher	Narrative	9781614592228	Jobs, Careers & Education	
			Student/Teacher	Activity	9781614592228	Project - Online Portfolio	Jobs, Careers & Education
			Student/Teacher	Narrative	9781614592228	Formulas for Career Success: Portfolio Development	
			Student/Teacher	Activity	9781614592228	Project - Digital Portfolio	Formulas for Career Success: Portfolio Development
(3) The student researches career opportunities and qualifications to broaden awareness of careers available in the hospitality industry. The student is expected to:	(E) compare and contrast personal strengths and weaknesses that may determine individual potential for growth within the hospitality industry	(i) compare and contrast personal strengths that may determine individual potential for growth within the hospitality industry	Student/Teacher	Narrative	9781614592228	Exploring Careers: Hospitality & Tourism	
			Student/Teacher	Activity	9781614592228	Project - Career Exploration Journal: Career Plan	Exploring Careers: Hospitality & Tourism
(3) The student researches career opportunities and qualifications to broaden awareness of careers available in the hospitality industry. The student is expected to:	(E) compare and contrast personal strengths and weaknesses that may determine individual potential for growth within the hospitality industry	(ii) compare and contrast personal weaknesses that may determine individual potential for growth within the hospitality industry	Student/Teacher	Narrative	9781614592228	Exploring Careers: Hospitality & Tourism	
			Student/Teacher	Activity	9781614592228	Project - Career Exploration Journal: Career Plan	Exploring Careers: Hospitality & Tourism
(3) The student researches career opportunities and qualifications to broaden awareness of careers available in the hospitality industry. The student is expected to:	(F) explain what is needed to achieve job advancement	(i) explain what is needed to achieve job advancement	Student/Teacher	Narrative	9781614592228	Exploring Careers: Hospitality & Tourism	
			Student/Teacher	Activity	9781614592228	Project - Career Exploration Journal: Career Plan	Exploring Careers: Hospitality & Tourism
(3) The student researches career opportunities and qualifications to broaden awareness of careers available in the hospitality industry. The student is expected to:	(G) understand the role of professional organizations or industry associations	(i) understand the role of professional organizations or industry associations	Student/Teacher	Narrative	9781614592228	Exploring Careers: Hospitality & Tourism	
			Student/Teacher	Activity	9781614592228	Project - Career Exploration Journal: Career Plan	Exploring Careers: Hospitality & Tourism

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
(3) The student researches career opportunities and qualifications to broaden awareness of careers available in the hospitality industry. The student is expected to:	(H) research the procedures for licensure, certification, or credentials for a chosen occupation	(i) research the procedures for licensure, certification, or credentials for a chosen occupation	Student/Teacher	Narrative	9781614592228	Exploring Careers: Hospitality & Tourism	
			Student/Teacher	Activity	9781614592228	Project - Career Exploration Journal: Career Plan	Exploring Careers: Hospitality & Tourism
(3) The student researches career opportunities and qualifications to broaden awareness of careers available in the hospitality industry. The student is expected to:	(I) analyze future employment outlooks	(i) analyze future employment outlooks	Student/Teacher	Narrative	9781614592228	Exploring Careers: Hospitality & Tourism	
			Student/Teacher	Activity	9781614592228	Project - Career Exploration Journal: Career Plan	Exploring Careers: Hospitality & Tourism
(3) The student researches career opportunities and qualifications to broaden awareness of careers available in the hospitality industry. The student is expected to:	(J) demonstrate appropriate business and personal etiquette	(i) demonstrate appropriate business etiquette	Student/Teacher	Narrative	9781614592228	Travel & Tourism Industry	
			Student/Teacher	Narrative	9781614592228	Employability Skills	
			Student/Teacher	Activity	9781614592228	Activity- Skills Flashcards; Project- Personal Skills	Employability Skills
			Student/Teacher	Narrative	9781614592228	Emily Post, Who?	
			Student/Teacher	Activity	9781614592228	Activity- Etiquette at Work; Project- Personal Etiquette	Emily Post, Who?
(3) The student researches career opportunities and qualifications to broaden awareness of careers available in the hospitality industry. The student is expected to:	(J) demonstrate appropriate business and personal etiquette	(ii) demonstrate appropriate personal etiquette	Student/Teacher	Narrative	9781614592228	Travel & Tourism Industry	
			Student/Teacher	Narrative	9781614592228	Employability Skills	
			Student/Teacher	Activity	9781614592228	Activity- Skills Flashcards; Project- Personal Skills	Employability Skills
			Student/Teacher	Narrative	9781614592228	Emily Post, Who?	
			Student/Teacher	Activity	9781614592228	Activity- Etiquette at Work; Project- Personal Etiquette	Emily Post, Who?

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
(3) The student researches career opportunities and qualifications to broaden awareness of careers available in the hospitality industry. The student is expected to:	(K) develop a written organizational policy to ensure successful hospitality operations such as guest satisfaction and employee success	(i) develop a written organizational policy to ensure successful hospitality operations	Student/Teacher	Narrative	9781614592228	Customer Service in the Hospitality & Tourism Industry	
			Student/Teacher	Activity	9781614592228	Activity - Customer Service Techniques	Customer Service in the Hospitality & Tourism Industry
(3) The student researches career opportunities and qualifications to broaden awareness of careers available in the hospitality industry. The student is expected to:	(L) research the major duties and qualifications for hospitality managerial positions	(i) research the major duties for hospitality managerial positions	Student/Teacher	Narrative	9781614592228	Exploring Careers: Hospitality & Tourism	
			Student/Teacher	Activity	9781614592228	Project - Career Exploration Journal: Career Plan	Exploring Careers: Hospitality & Tourism
(3) The student researches career opportunities and qualifications to broaden awareness of careers available in the hospitality industry. The student is expected to:	(L) research the major duties and qualifications for hospitality managerial positions	(ii) research the major qualifications for hospitality managerial positions	Student/Teacher	Narrative	9781614592228	Exploring Careers: Hospitality & Tourism	
			Student/Teacher	Activity	9781614592228	Project - Career Exploration Journal: Career Plan	Exploring Careers: Hospitality & Tourism
(4) The student reviews ethical and legal responsibilities or related conduct toward guests and employees within the establishment to maintain high industry standards. The student is expected to:	(A) examine laws regarding hiring, harassment, and safety issues	(i) examine laws regarding hiring issues	Student/Teacher	Narrative	9781614592228	Workplace Issues	
			Student/Teacher	Activity	9781614592228	Activity - Defining Workplace Policies & Procedures; Activity - Comparing Workplace Policies & Procedures Teacher Instruction Sheet; Project - Creating an Employee Handbook	Workplace Issues

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
(4) The student reviews ethical and legal responsibilities or related conduct toward guests and employees within the establishment to maintain high industry standards. The student is expected to:	(A) examine laws regarding hiring, harassment, and safety issues	(ii) examine laws regarding harassment issues	Student/Teacher	Narrative	9781614592228	Workplace Issues	
			Student/Teacher	Activity	9781614592228	Activity - Defining Workplace Policies & Procedures; Activity - Comparing Workplace Policies & Procedures Teacher Instruction Sheet; Project - Creating an Employee Handbook	Workplace Issues
(4) The student reviews ethical and legal responsibilities or related conduct toward guests and employees within the establishment to maintain high industry standards. The student is expected to:	(A) examine laws regarding hiring, harassment, and safety issues	(iii) examine laws regarding safety issues	Student/Teacher	Narrative	9781614592228	Workplace Issues	
			Student/Teacher	Activity	9781614592228	Activity - Applying Safety Practices in Everyday Life Teacher Instruction Sheet; Activity - Comparing Workplace Policies & Procedures Teacher Instruction Sheet; Activity - Defining Workplace Policies & Procedures; Activity - Federal Laws for Safety; Activity - Facts & Opinions in Occupational Safety Practices	Workplace Issues
(4) The student reviews ethical and legal responsibilities or related conduct toward guests and employees within the establishment to maintain high industry standards. The student is expected to:	(B) compare and contrast legal responsibilities and employer policies	(i) compare and contrast legal responsibilities	Student/Teacher	Narrative	9781614592228	Workplace Issues	
			Student/Teacher	Activity	9781614592228	Project - In Your Own Words: OSHA in the Workplace; Activity - Comparing Workplace Policies & Procedures Teacher Instruction Sheet; Activity - Defining Workplace Policies & Procedures; Activity - Federal Laws for Safety	Workplace Issues

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
(4) The student reviews ethical and legal responsibilities or related conduct toward guests and employees within the establishment to maintain high industry standards. The student is expected to:	(B) compare and contrast legal responsibilities and employer policies	(ii) compare and contrast employer policies	Student/Teacher	Narrative	9781614592228	Workplace Issues	
			Student/Teacher	Activity	9781614592228	Project - In Your Own Words: OSHA in the Workplace; Activity - Comparing Workplace Policies & Procedures Teacher Instruction Sheet; Activity - Defining Workplace Policies & Procedures; Activity - Federal Laws for Safety	Workplace Issues
(4) The student reviews ethical and legal responsibilities or related conduct toward guests and employees within the establishment to maintain high industry standards. The student is expected to:	(C) discuss ethical dilemmas	(i) discuss ethical dilemmas	Student/Teacher	Narrative	9781614592228	Business Ethics	
			Student/Teacher	Activity	9781614592228	Project - Ethics at Work Teacher Instruction Sheet	Business Ethics
			Student/Teacher	Narrative	9781614592228	Ethics in Business	
			Student/Teacher	Activity	9781614592228	Activity - Ethical Dilemmas	Ethics in Business
(5) The student uses information technology tools specific to hospitality service careers to access, manage, integrate, or create information. The student is expected to:	(A) examine types of technology used to manage hospitality service operations	(i) examine types of technology used to manage hospitality service operations	Student/Teacher	Narrative	9781614592228	Technology in the Hospitality & Tourism Industry	
			Student/Teacher	Activity	9781614592228	Activity - Developing Technology; Activity - Developing Technology Teacher Instruction Sheet; Project - Enhancing Consumer Experiences	Technology in the Hospitality & Tourism Industry
(5) The student uses information technology tools specific to hospitality service careers to access, manage, integrate, or create information. The student is expected to:	(B) research website information on hospitality service operations	(i) research website information on hospitality service operations	Student/Teacher	Narrative	9781614592228	Technology in the Hospitality & Tourism Industry	
			Student/Teacher	Activity	9781614592228	Project - Enhancing Consumer Experiences	Technology in the Hospitality & Tourism Industry
			Student/Teacher	Narrative	9781614592228	Customer Service in the Hospitality & Tourism Industry	
			Student/Teacher	Activity	9781614592228	Project - Technologies & Tourism Services	Customer Service in the Hospitality & Tourism Industry

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
(5) The student uses information technology tools specific to hospitality service careers to access, manage, integrate, or create information. The student is expected to:	(C) evaluate current and emerging technologies provided by the hospitality industry	(i) evaluate current technologies provided by the hospitality industry	Student/Teacher	Narrative	9781614592228	Technology in the Hospitality & Tourism Industry	
			Student/Teacher	Activity	9781614592228	Activity - Developing Technology; Activity - Developing Technology Teacher Instruction Sheet; Project - Enhancing Consumer Experiences	Technology in the Hospitality & Tourism Industry
			Student/Teacher	Narrative	9781614592228	Customer Service in the Hospitality & Tourism Industry	
			Student/Teacher	Activity	9781614592228	Project - Technologies & Tourism Services	Customer Service in the Hospitality & Tourism Industry
(5) The student uses information technology tools specific to hospitality service careers to access, manage, integrate, or create information. The student is expected to:	(C) evaluate current and emerging technologies provided by the hospitality industry	(ii) evaluate emerging technologies provided by the hospitality industry	Student/Teacher	Narrative	9781614592228	Technology in the Hospitality & Tourism Industry	
			Student/Teacher	Activity	9781614592228	Project - Enhancing Consumer Experiences	Technology in the Hospitality & Tourism Industry
			Student/Teacher	Narrative	9781614592228	Customer Service in the Hospitality & Tourism Industry	
			Student/Teacher	Activity	9781614592228	Project - Technologies & Tourism Services	Customer Service in the Hospitality & Tourism Industry
(6) The student applies leadership, teamwork, and critical-thinking skills in collaboration with others to accomplish organizational goals or objectives. The student is expected to:	(A) demonstrate qualities that contribute to employee retention	(i) demonstrate qualities that contribute to employee retention	Student/Teacher	Narrative	9781614592228	Human Resource Management	
			Student/Teacher	Activity	9781614592228	Activity - Employee Retention	Human Resource Management
(6) The student applies leadership, teamwork, and critical-thinking skills in collaboration with others to accomplish organizational goals or objectives. The student is expected to:	(B) formulate staff training plans to create an effective working team	(i) formulate staff training plans to create an effective working team	Student/Teacher	Narrative	9781614592228	Customer Service in the Hospitality & Tourism Industry	
			Student/Teacher	Activity	9781614592228	Project - Staff Training	Customer Service in the Hospitality & Tourism Industry

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
(6) The student applies leadership, teamwork, and critical-thinking skills in collaboration with others to accomplish organizational goals or objectives. The student is expected to:	(C) evaluate methods of conflict-management skills to facilitate appropriate solutions	(i) evaluate methods of conflict-management skills to facilitate appropriate solutions	Student/Teacher	Narrative	9781614592228	Conflict Management	
			Student/Teacher	Activity	9781614592228	Activity - Conflict Management Style; Project - Green Power or Not?	Conflict Management
(6) The student applies leadership, teamwork, and critical-thinking skills in collaboration with others to accomplish organizational goals or objectives. The student is expected to:	(D) resolve unexpected situations in customer service	(i) resolve unexpected situations in customer service	Student/Teacher	Narrative	9781614592228	Customer Service in the Hospitality & Tourism Industry	
			Student/Teacher	Activity	9781614592228	Activity - Service Languages	Customer Service in the Hospitality & Tourism Industry
			Student/Teacher	Narrative	9781614592228	Conflict Management	
			Student/Teacher	Activity	9781614592228	Activity - What Caused the Conflict?	Conflict Management
(6) The student applies leadership, teamwork, and critical-thinking skills in collaboration with others to accomplish organizational goals or objectives. The student is expected to:	(E) understand diverse employee cultures and customs	(i) understand diverse employee cultures	Student/Teacher	Narrative	9781614592228	Multicultural Workplace	
			Student/Teacher	Activity	9781614592228	Activity - Memo Writing; Project - Documentary	Multicultural Workplace
(6) The student applies leadership, teamwork, and critical-thinking skills in collaboration with others to accomplish organizational goals or objectives. The student is expected to:	(E) understand diverse employee cultures and customs	(ii) understand diverse employee customs	Student/Teacher	Narrative	9781614592228	Multicultural Workplace	
			Student/Teacher	Activity	9781614592228	Activity - Memo Writing; Project - Documentary	Multicultural Workplace
(6) The student applies leadership, teamwork, and critical-thinking skills in collaboration with others to accomplish organizational goals or objectives. The student is expected to:	(F) value cultural diversity of guests	(i) value cultural diversity of guests	Student/Teacher	Narrative	9781614592228	Customer Service in the Hospitality & Tourism Industry	
			Student/Teacher	Activity	9781614592228	Project - Guest Needs & Satisfaction	Customer Service in the Hospitality & Tourism Industry

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
(7) The student applies marketing strategies independently and in teams. The student is expected to:	(A) select and assemble effective marketing strategies	(i) select effective marketing strategies	Student/Teacher	Narrative	9781614592228	Fundamentals of Marketing	
			Student/Teacher	Activity	9781614592228	Project - Research Design; Project - Marketing Planning Paper; Project - The Marketing Mix Applied	Fundamentals of Marketing
(7) The student applies marketing strategies independently and in teams. The student is expected to:	(A) select and assemble effective marketing strategies	(ii) assemble effective marketing strategies	Student/Teacher	Narrative	9781614592228	Fundamentals of Marketing	
			Student/Teacher	Activity	9781614592228	Project - Research Design; Project - Marketing Planning Paper; Project - The Marketing Mix Applied	Fundamentals of Marketing
(7) The student applies marketing strategies independently and in teams. The student is expected to:	(B) develop promotional packages	(i) develop promotional packages	Student/Teacher	Narrative	9781614592228	Fundamentals of Marketing	
			Student/Teacher	Activity	9781614592228	Project - Research Design; Project - Marketing Planning Paper; Project - The Marketing Mix Applied	Fundamentals of Marketing
(7) The student applies marketing strategies independently and in teams. The student is expected to:	(C) devise strategies for maximizing profit	(i) devise strategies for maximizing profit	Student/Teacher	Narrative	9781614592228	Pricing Strategies & Concepts	
			Student/Teacher	Activity	9781614592228	Activity - Price Ranking; Activity - Price Ranking Teacher Instruction Sheet; Project- Catalog	Pricing Strategies & Concepts
			Student/Teacher	Narrative	9781614592228	Budgeting for Business	
			Student/Teacher	Activity	9781614592228	Project- Business Budget; Project-Business Budget Teacher Instruction Sheet	Budgeting for Business
			Student/Teacher	Activity	9781614592228	Basic Accounting Principles; Project-Accounting Cycle; Project- Income Statements	Basic Accounting Principles; PLEASE NOTE: Due to space limitations, the narrative and associated activity are listed on one line. Several lessons and corresponding activities satisfy this standard.

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
(7) The student applies marketing strategies independently and in teams. The student is expected to:	(D) create a business plan	(i) create a business plan	Student/Teacher	Narrative	9781614592228	Aspects of a Business Plan	
			Student/Teacher	Activity	9781614592228	Project - Creating a Business Plan; Project - Creating a Business Plan Teacher Instruction Sheer	Aspects of a Business Plan
(8) The student reviews the importance of management systems such as health, safety, and environmental and their function in performance and regulatory compliance. The student is expected to:	(A) determine local safety and sanitation requirements	(i) determine local safety requirements	Student/Teacher	Narrative	9781614592228	Workplace Issues	
			Student/Teacher	Activity	9781614592228	Activity - Comparing Workplace Policies & Procedures Teacher Instruction Sheet; Activity - Defining Workplace Policies & Procedures; Activity - Federal Laws for Safety; Student Handout - Employer Rights & Responsibilities in the Workplace	Workplace Issues
(8) The student reviews the importance of management systems such as health, safety, and environmental and their function in performance and regulatory compliance. The student is expected to:	(A) determine local safety and sanitation requirements	(ii) determine local sanitation requirements	Student/Teacher	Narrative	9781614592228	Sanitation & Safety Practices in Hospitality & Tourism	
			Student/Teacher	Activity	9781614592228	Activity - Restaurant Sanitation Rules	Sanitation & Safety Practices in Hospitality & Tourism
(8) The student reviews the importance of management systems such as health, safety, and environmental and their function in performance and regulatory compliance. The student is expected to:	(B) explain how guests and property are protected to minimize losses or liabilities	(i) explain how guests are protected to minimize losses or liabilities	Student/Teacher	Narrative		N/A	
(8) The student reviews the importance of management systems such as health, safety, and environmental and their function in performance and regulatory compliance. The student is expected to:	(B) explain how guests and property are protected to minimize losses or liabilities	(ii) explain how property [is] protected to minimize losses or liabilities	Student/Teacher	Narrative		N/A	

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
(8) The student reviews the importance of management systems such as health, safety, and environmental and their function in performance and regulatory compliance. The student is expected to:	(C) outline safety and security issues and analyze solutions for individuals or groups in multiple environments to minimize risks	(i) outline safety issues for individuals or groups in multiple environments to minimize risks	Student/Teacher	Narrative		N/A	
(8) The student reviews the importance of management systems such as health, safety, and environmental and their function in performance and regulatory compliance. The student is expected to:	(C) outline safety and security issues and analyze solutions for individuals or groups in multiple environments to minimize risks	(ii) outline security issues for individuals or groups in multiple environments to minimize risks	Student/Teacher	Narrative		N/A	
(8) The student reviews the importance of management systems such as health, safety, and environmental and their function in performance and regulatory compliance. The student is expected to:	(C) outline safety and security issues and analyze solutions for individuals or groups in multiple environments to minimize risks	(iii) analyze solutions for individuals or groups in multiple environments to minimize risks	Student/Teacher	Narrative		N/A	
(8) The student reviews the importance of management systems such as health, safety, and environmental and their function in performance and regulatory compliance. The student is expected to:	(D) recognize potential, real, or perceived emergency situations such as a natural disaster or terrorist threat in order to respond appropriately	(i) recognize potential, real, or perceived emergency situations	Student/Teacher	Narrative		N/A	
(8) The student reviews the importance of management systems such as health, safety, and environmental and their function in performance and regulatory compliance. The student is expected to:	(E) evaluate equipment for elements such as safety, functionality, and durability	(i) evaluate equipment for elements	Student/Teacher	Narrative	9781614592228	Food Service Equipment	
			Student/Teacher	Activity	9781614592228	Activity - Equipment Research; Project - Create a Restaurant	Food Service Equipment
(8) The student reviews the importance of management systems such as health, safety, and environmental and their function in performance and regulatory compliance. The student is expected to:	(F) determine most appropriate sources of assistance such as self, coworkers, guests, the Federal Emergency Management Agency (FEMA), or first responders to use in varied emergency situations	(i) determine most appropriate sources of assistance	Student/Teacher	Narrative		N/A	

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
(9) The student understands roles within teams, work units, departments, organizations, inter-organizational systems, or the larger environment. The student is expected to:	(A) implement a set of operating procedures that results in profitable operations	(i) implement a set of operating procedures that results in profitable operations	Student/Teacher	Narrative	9781614592228	Pricing Strategies & Concepts	
			Student/Teacher	Activity	9781614592228	Activity - Price Ranking; Activity - Price Ranking Teacher Instruction Sheet; Project- Catalog	Pricing Strategies & Concepts
			Student/Teacher	Narrative	9781614592228	Budgeting for Business	
			Student/Teacher	Activity	9781614592228	Project- Business Budget; Project-Business Budget Teacher Instruction Sheet	Budgeting for Business
			Student/Teacher	Narrative	9781614592228	Basic Accounting Principles; Project-Accounting Cycle; Project- Income Statements	Basic Accounting Principles; PLEASE NOTE: Due to space limitations, the narrative and associated activity are listed on one line. Several lessons and corresponding activities satisfy this standard.
(9) The student understands roles within teams, work units, departments, organizations, inter-organizational systems, or the larger environment. The student is expected to:	(B) create a detailed customer service plan or process to provide maximum customer service	(i) create a detailed customer service plan or process to provide maximum customer service	Student/Teacher	Narrative	9781614592228	Customer Service in the Hospitality & Tourism Industry	
			Student/Teacher	Activity	9781614592228	Activity - Customer Service Techniques; Activity - Service Languages	Customer Service in the Hospitality & Tourism Industry
(9) The student understands roles within teams, work units, departments, organizations, inter-organizational systems, or the larger environment. The student is expected to:	(C) prepare a staffing guide to schedule various staff positions	(i) prepare a staffing guide to schedule various staff positions	Student/Teacher	Narrative	9781614592228	Careers in the Culinary Industry	
			Student/Teacher	Activity	9781614592228	Activity - Staff Meeting	Careers in the Culinary Industry
(9) The student understands roles within teams, work units, departments, organizations, inter-organizational systems, or the larger environment. The student is expected to:	(D) evaluate inventory management systems used in the hospitality industry to result in profitable operations	(i) evaluate inventory management systems used in the hospitality industry to result in profitable operations	Student/Teacher	Narrative	9781614592228	Buying for Food Service	
			Student/Teacher	Activity	9781614592228	Activity - Food Storage Temperatures and Humidity Level Chart; Activity - Food Storage Temperatures and Humidity Level Chart Answer Key; Project - Food Storage Awareness	Buying for Food Service

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
(9) The student understands roles within teams, work units, departments, organizations, inter-organizational systems, or the larger environment. The student is expected to:	(E) describe current industry collaborations or trends that provide more inclusive products or services to customers	(i) describe current industry collaborations or trends that provide more inclusive products or services to customers	Student/Teacher	Narrative	9781614592228	Trends in the Hospitality & Tourism Industry	
			Student/Teacher	Activity	9781614592228	Activity - Products of Traveling; Activity - Products of Traveling Teacher Instruction Sheet; Project - Global Trends & Issues	Trends in the Hospitality & Tourism Industry
(9) The student understands roles within teams, work units, departments, organizations, inter-organizational systems, or the larger environment. The student is expected to:	(F) compare and contrast organizational structures of operations such as lodging, food and beverage, travel, and recreation	(i) compare and contrast organizational structures of operations	Student/Teacher	Narrative	9781614592228	A Closer Look at Travel & Tourism Management	
			Student/Teacher	Activity	9781614592228	Activity - Organizational Structures	A Closer Look at Travel & Tourism Management
(10) The student uses technological knowledge and skills required in food and beverage service. The student is expected to:	(A) evaluate prepared foods for quality and presentation to set quality standards in accordance with company standards	(i) evaluate prepared foods for quality to set quality standards in accordance with company standards	Student/Teacher	Narrative	9781614592228	Food Quality & Palatability Factors	
			Student/Teacher	Activity	9781614592228	Project - Quality Assurance	Food Quality & Palatability Factors
(10) The student uses technological knowledge and skills required in food and beverage service. The student is expected to:	(A) evaluate prepared foods for quality and presentation to set quality standards in accordance with company standards	(ii) evaluate prepared foods for presentation to set quality standards in accordance with company standards	Student/Teacher	Narrative	9781614592228	Food Quality & Palatability Factors	
			Student/Teacher	Activity	9781614592228	Activity - Sensory Influences; Activity - Sensory Influences Teacher Instruction Sheet	Food Quality & Palatability Factors
(10) The student uses technological knowledge and skills required in food and beverage service. The student is expected to:	(B) practice basic nutrition skills by planning, preparing, and presenting quality foods	(i) practice basic nutrition skills by planning quality foods	Student/Teacher	Narrative	9781614592228	Nutrition & Food Service	
			Student/Teacher	Activity	9781614592228	Project - Create a Menu	Nutrition & Food Service
(10) The student uses technological knowledge and skills required in food and beverage service. The student is expected to:	(B) practice basic nutrition skills by planning, preparing, and presenting quality foods	(ii) practice basic nutrition skills by preparing quality foods	Student/Teacher	Narrative	9781614592228	Nutrition & Food Service	
			Student/Teacher	Activity	9781614592228	Activity - Prepare & Present; Activity - Create a Menu	Nutrition & Food Service

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
(10) The student uses technological knowledge and skills required in food and beverage service. The student is expected to:	(B) practice basic nutrition skills by planning, preparing, and presenting quality foods	(iii) practice basic nutrition skills by presenting quality foods	Student/Teacher	Narrative	9781614592228	Nutrition & Food Service	
			Student/Teacher	Activity	9781614592228	Activity - Prepare & Present; Activity - Create a Menu	Nutrition & Food Service
(10) The student uses technological knowledge and skills required in food and beverage service. The student is expected to:	(C) evaluate types of kitchen equipment to match equipment with correct cooking methodology	(i) evaluate types of kitchen equipment to match equipment with correct cooking methodology	Student/Teacher	Narrative	9781614592228	Food Service Equipment	
			Student/Teacher	Activity	9781614592228	Activity - Equipment Research; Project - Create a Restaurant	Food Service Equipment
(11) The student uses technological knowledge and skills required in hotel services. The student is expected to:	(A) describe the necessary information collected during the registration process	(i) describe the necessary information collected during the registration process	Student/Teacher	Narrative	9781614592228	Customer Service in the Hospitality & Tourism Industry	
			Student/Teacher	Activity	9781614592228	Project - Registration & Check Out Process	Customer Service in the Hospitality & Tourism Industry
(11) The student uses technological knowledge and skills required in hotel services. The student is expected to:	(B) explain how room rates are established	(i) explain how room rates are established	Student/Teacher	Narrative	9781614592228	Customer Service in the Hospitality & Tourism Industry	
			Student/Teacher	Activity	9781614592228	Project - Registration & Check Out Process	Customer Service in the Hospitality & Tourism Industry
(11) The student uses technological knowledge and skills required in hotel services. The student is expected to:	(C) explain how standard operating guidelines such as availability, room status, and guest satisfaction are used to assign rooms to arriving guests	(i) explain how standard operating guidelines are used to assign rooms to arriving guests	Student/Teacher	Narrative	9781614592228	Customer Service in the Hospitality & Tourism Industry	
			Student/Teacher	Activity	9781614592228	Project - Registration & Check Out Process	Customer Service in the Hospitality & Tourism Industry
(11) The student uses technological knowledge and skills required in hotel services. The student is expected to:	(D) examine the account settlement procedures on different methods of payment	(i) examine the account settlement procedures on different methods of payment	Student/Teacher	Narrative	9781614592228	Customer Service in the Hospitality & Tourism Industry	
			Student/Teacher	Activity	9781614592228	Project - Registration & Check Out Process	Customer Service in the Hospitality & Tourism Industry

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
(11) The student uses technological knowledge and skills required in hotel services. The student is expected to:	(E) explain how a hotel's computer system is used to create guest accounts	(i) explain how a hotel's computer system is used to create guest accounts	Student/Teacher	Narrative	9781614592228	Technology in the Hospitality & Tourism Industry	
			Student/Teacher	Activity	9781614592228	Activity - Developing Technology; Activity - Developing Technology Teacher Instruction Sheet	Technology in the Hospitality & Tourism Industry
(11) The student uses technological knowledge and skills required in hotel services. The student is expected to:	(F) summarize correct check-out procedures to prevent oversights or errors	(i) summarize correct check-out procedures to prevent oversights or errors	Student/Teacher	Narrative	9781614592228	Customer Service in the Hospitality & Tourism Industry	
			Student/Teacher	Activity	9781614592228	Project - Registration & Check Out Process	Customer Service in the Hospitality & Tourism Industry
(12) The student uses technological knowledge and skills required in travel and tourism. The student is expected to:	(A) develop technical vocabulary for lodging, food and beverage service, recreation, and travel	(i) develop technical vocabulary for lodging	Student/Teacher	Narrative	9781614592228	Travel & Tourism Industry	
			Student/Teacher	Activity	9781614592228	Vocabulary Handout	Travel & Tourism Industry
			Student/Teacher	Narrative	9781614592228	A Closer Look at Lodging Management	
			Student/Teacher	Activity	9781614592228	Vocabulary Handout	A Closer Look at Lodging Management
(12) The student uses technological knowledge and skills required in travel and tourism. The student is expected to:	(A) develop technical vocabulary for lodging, food and beverage service, recreation, and travel	(ii) develop technical vocabulary for food and beverage service	Student/Teacher	Narrative	9781614592228	Travel & Tourism Industry	
			Student/Teacher	Activity	9781614592228	Vocabulary Handout	Travel & Tourism Industry
			Student/Teacher	Narrative	9781614592228	A Closer Look at Lodging Management	
			Student/Teacher	Activity	9781614592228	Vocabulary Handout	A Closer Look at Lodging Management
(12) The student uses technological knowledge and skills required in travel and tourism. The student is expected to:	(A) develop technical vocabulary for lodging, food and beverage service, recreation, and travel	(iii) develop technical vocabulary for recreation	Student/Teacher	Narrative	9781614592228	Travel & Tourism Industry	
			Student/Teacher	Activity	9781614592228	Vocabulary Handout	Travel & Tourism Industry
			Student/Teacher	Narrative	9781614592228	A Closer Look at Lodging Management	
			Student/Teacher	Activity	9781614592228	Vocabulary Handout	A Closer Look at Lodging Management

Knowledge and Skills Statement	Student Expectation	Breakout	Item Type	Citation Type	Component ISBN	Page (s)	Specific Location
(12) The student uses technological knowledge and skills required in travel and tourism. The student is expected to:	(A) develop technical vocabulary for lodging, food and beverage service, recreation, and travel	(iv) develop technical vocabulary for travel	Student/Teacher	Narrative	9781614592228	Travel & Tourism Industry	
			Student/Teacher	Activity	9781614592228	Vocabulary Handout	Travel & Tourism Industry
(12) The student uses technological knowledge and skills required in travel and tourism. The student is expected to:	(B) compare and contrast diverse transportation options	(i) compare and contrast diverse transportation options	Student/Teacher	Narrative	9781614592228	Travel & Tourism Industry	
			Student/Teacher	Activity	9781614592228	Project - Vacation Itinerary	Travel & Tourism Industry
(12) The student uses technological knowledge and skills required in travel and tourism. The student is expected to:	(C) integrate various or diverse elements of the travel and tourism industry to create a personalized travel experience for a customer	(i) integrate various or diverse elements of the travel and tourism industry to create a personalized travel experience for a customer	Student/Teacher	Narrative	9781614592228	Travel & Tourism Industry	
			Student/Teacher	Activity	9781614592228	Project - Vacation Itinerary	Travel & Tourism Industry
(12) The student uses technological knowledge and skills required in travel and tourism. The student is expected to:	(D) compare and contrast products and services from related industries	(i) compare and contrast products from related industries	Student/Teacher	Narrative	9781614592228	Travel & Tourism Industry	
			Student/Teacher	Activity	9781614592228	Project - Vacation Itinerary	Travel & Tourism Industry
(12) The student uses technological knowledge and skills required in travel and tourism. The student is expected to:	(D) compare and contrast products and services from related industries	(ii) compare and contrast services from related industries	Student/Teacher	Narrative	9781614592228	Travel & Tourism Industry	
			Student/Teacher	Activity	9781614592228	Project - Vacation Itinerary	Travel & Tourism Industry