

High School Name: **Liberty High School**
 Community College Name: **Mt. Hood Community College**
 CTE Program of Study Name: **Culinary Arts & Hospitality**
 Date: **10/2/2016**

1= introductory, 2 = reinforcement, 3 = advance
 4 = mastery/application (Community College level)

Hospitality & Tourism Cluster

Skills-to-Course Matrix

Instructions: 1) Click on Sample High School above and enter your High School Name above. 2) Enter the community college name. 3) Enter the Program of Study name. 4) Enter the date. 5) Click on Course 1, Course 2, etc. below and replace with your POS course names (or numbers). 6) Check those courses that trigger the TSA for this POS. 7) Finally, check those standards that are taught with intent and purpose in each course. (You only need to use the optional Focus Area tabs if you are using those skill sets for multiple options in a Program of Study or if you want to use another set of industry validated standards.)

Cluster Knowledge and Skills (CTE standards)

Code Number	KS Statement
HTZ01.01	Be able to understand and apply basic academic skills to perform effectively in the workplace.
HTZ01.02	Understand the concepts of marketing and the market place as it applies to the hospitality and tourism industry.
HTZ01.03	Understand the concept of sales and selling.
HTZ02.01	Use and understand oral, written, and nonverbal communication to express and interpret information.
HTZ03.03	Study potential, real and perceived emergency situations to recognize and implement appropriate safety and security measures.
HTZ03.04	Use critical thinking skills to solve problems.
HTZ05.01	Analyze the functions performed by different divisions and departments within a lodging operation to visualize the interaction of all areas.
HTZ05.02	Understand organizational systems to optimize business efficiency.
HTZ05.03	Achieve a familiarity with other industries that have relevant services or products and understand how they impact a seamless product/service to the guest/customer.
HTZ06.01	Review all safety and sanitation procedures applicable to the work area to ensure a safe and healthy work environment for all individuals.
HTZ06.02	Analyze life choices related to nutrition, stress and exercise to measure their effect on performance in the career pathways within hospitality and tourism.
HTZ06.05	Research ways to use security measures to protect guests/customers, staff and limit liability.
HTZ07.01	Understand and use leadership and teambuilding principles, styles, and skills to effectively manage the culture of the work environment.
HTZ07.04	Understand and demonstrate the components of customer service.
HTZ07.05	Understand the role of being a host to guests.
HTZ08.01	Examine and review ethical and legal responsibilities as they relate to guests/customers and employee conduct within the establishment to maintain high industry standards.
HTZ08.02	Explain how cash control procedures are used to protect funds.
HTZ08.03	Examine professional and workplace ethics and legal responsibilities to provide guidelines for conduct.
HTZ09.01	Research and review career options and qualifications for entering and advancement opportunities in the hospitality and tourism industry.

Marketing ¹	TSA ¹	Intro to Culinary Arts	TSA ¹	Marketing & Management	TSA ¹	Marketing & Management (Sr)	TSA ¹	Advanced Culinary Arts	TSA ¹	yes	TSA ¹	Gourmet Foods & Hospitality	TSA ²
X	X		X		X		X		X				
X			X		X		X		X				
X			X		X		X		X				
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Lodging Focus Area

Skills-to-Course Matrix

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Focus Area Knowledge and Skills (CTE standards)

Code Number	KS Statement		
HTPB01.01	Knowledge of the uses of telecommunications equipment found at lodging facilities to optimize guest service.	X	X
HTPB01.02	Understand the importance of the interactions of all lodging departments that directly relate to guest satisfaction.	X	X
HTPB02.01	Explain the importance of house keeping standards on guest satisfaction.		X
HTPB02.02	Prepare a staffing SCHEDULE to schedule various staff positions to assure guest satisfaction.	X	X
HTPB02.04	Understand the factors to consider when determining purchasing procedures to maintain effective operations.	X	X
HTPB03.01	Research and review career options and qualifications for entering and advancement opportunities in lodging industry.	X	X
HTPB04.01	Understand the importance of guest registration, room assignment, and check out procedures.		X
HTPB04.03	Understand the importance of check-out procedures to ensure guest satisfaction and verify settlement of account.		X
HTPB05.01	Understanding the employee's role of marketing the property and regional ammenities in the lodging industry.		X
HTPB06.01	Abide strictly by key control procedures to protect guest and minimize risks.		X
HTPB06.03	Explain how guests and property are protected to minimize losses or liabilities.		X
HTPB07.01	Understand all the variable factors that impact lodging sales.		X
HTPB08.01	Understand the importance of clear and accurate communication between employees and to guests.	X	X

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Recreation, Amusements & Attractions

Focus Area

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Focus Area Knowledge and Skills (CTE standards)

Code Number	KS Statement	Marketing 1 yes	TSA ¹ yes	Intro to Culinary Arts yes	TSA ² yes	Marketing & Management yes	TSA ³ yes	Marketing & Management (Sr.) yes	TSA ⁴ yes	Advanced Culinary Arts yes	TSA ⁵ yes	Gourmet Foods & Hospitality yes	TSA ⁶ yes
HTPD01.01	Research and review career options and qualifications for entering and advancement opportunities in recreation, amusements and attractions.												x
HTPD01.02	Demonstrate specific problem solving abilities for recreation amusements and attractions.												x
HTPD01.03	Understand maintenance technology that is unique to the recreation, amusements and attractions field.												
HTPD02.01	Evaluate the types of information and directions guest would need at entry to be familiar with their surroundings.												x
HTPD02.02	Understand and use leadership and team-building techniques, styles, and skills to effectively promote a culture of fun and entertainment.									x			x
HTPD02.03	Develop appropriate measures to control crowds and traffic.												
HTPD02.04	Review safety and security issues to establish procedures.									x			x
HTPD03.01	Study admission procedures to manage and control individuals and groups.	x				x		x		x			
HTPD03.02	Explore best sales practices to optimise revenue.	x				x		x		x			x
HTPD04.01	Develop marketing strategies specific to recreation, amusements, and attractions.	x				x		x					
HTPD04.02	Identify opportunities for merchandizing and branding at different venues.	x				x		x					

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Restaurants, Food & Beverage Services Focus Area

Skills-to-Course Matrix

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Focus Area Knowledge and Skills (CTE standards)

Code Number	KS Statement
HTPA01.01	Examine and review ethical and legal responsibilities as they relate to guests, employees and conduct within the establishment to maintain high industry standards.
HTPA02.01	Review all safety and sanitation procedures applicable to the work area to supervise staff in proper sanitation behaviors.
HTPA03.01	Examine operating procedure to determine the criteria for food preparation.
HTPA04.01	Manage and use basic reading, writing, and mathematical skills for food production and guest services to provide a positive guest experience.
HTPA04.02	Study and synthesize information from ethnic and geographical studies to apply to customer service.
HTPA05.01	Integrate listening, writing and speaking skills to enhance operations and guest satisfaction.
HTPA06.01	Review managerial skills required to make staffing decisions while following industry standards.
HTPA07.01	Research costs, pricing and market demands to manage profitability and implement effective marketing strategies.
HTPA07.02	Manage unexpected situations to ensure continuity of quality service.
HTPA08.01	Examine types of computerized systems used to manage food service operations and guest service.
HTPA08.02	Research and evaluate technical resources for food services and bar operations to update or enhance industry standards.
HTPA09.01	Examine the company's standard operating procedures related to food and beverage production and guest service to measure effectiveness.
HTPA10.01	Research and review career options and qualifications in the restaurant and food service industry.
HTPA11.01	Review independently owned and chain-affiliated lodging facilities to compare and illustrate the advantages and disadvantages of each.

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Travel and Tourism Focus Area

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Focus Area Knowledge and Skills (CTE standards)

Code Number	KS Statement	Marketing ¹ yes	TSA ¹ yes	Intro to Culinary Arts ¹ yes	TSA ¹ yes	Marketing & Management ¹ yes	TSA ¹ yes	Marketing & Management ¹ (S) yes	TSA ¹ yes	Advanced Culinary Arts ¹ yes	TSA ¹ yes	Gourmet Foods & Hospitality ¹ yes	TSA ² yes
HTPC01.01	Understand and apply information about times zones, seasons, domestic and international maps in creating or enhancing travel.												x
HTPC01.02	Employ unit and time conversion skills to develop schedules, and compute cost, distance and time (including travel time) factors.												
HTPC02.01	Study differences in language, culture and behavior to achieve an awareness of cultural diversity.							x		x			
HTPC03.01	Study potential, real and perceived hazards to recognize and implement appropriate safety and security measures.										x		
HTPC03.02	Research and create a resource base using alternative plans, proactive and reactive solutions to manage any emergency situation.							x		x			
HTPC03.03	Review safety and security issues to establish procedures for customer education.												
HTPC04.01	Achieve a familiarity with acronyms, abbreviations and definitions of terminology to communicate within the tourism industry.									x			
HTPC04.02	Attain a familiarity with diverse transportation, lodging, cruise and food service options to produce a customized product.												
HTPC04.03	Achieve familiarity with other industries that have products or services relevant to a tourism package to gain awareness of their role and the tourism provider's role in delivering a seamless product to a customer.												
HTPC04.04	Achieve a knowledge of the community elements essential to maintain cooperative tourism development efforts.									x			
HTPC05.01	Match customer needs, wants and expectations to the travel product to integrate intangible and discretionary travel options.									x			
HTPC05.02	Study the various market sub-sectors and the general interests of each to design tourism promotional packages.	x			x		x						
HTPC05.03	Evaluate various communication techniques and media venues and select the most effective manner to convey information to a target audience such as the prospective customer, the general public, a disgruntled customer or a special needs population.	x			2		2						