**Tualatin High School** Mt. Hood Community College **Culinary Arts** 3/30/2016

#### **Hospitality & Tourism Cluster**

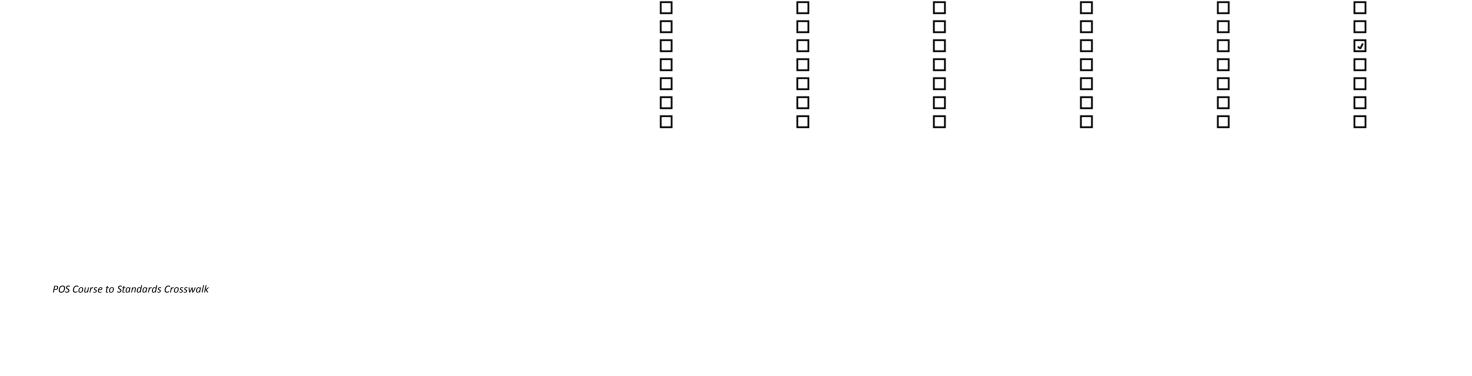
#### **Skills-to-Course Matrix**

nstructions: 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 Progam of Study or if you want to use another set of industry validated standards.)

### **Cluster** Knowledge and Skills (CTE standards)

							,	
	Cluster Knowledge and Skills (CTE standards)	Chinary Arts 1	TSA CHINAY Arts 2	TSA CHINAY Arts 3	75A Advanced Busines	75A ndependent Stut		
Code Number	KS Statement							
HTZ01.01	Be able to understand and apply basic academic skills to perform effectively in the workplace.	<b>☑</b>	<b></b> ☑	☑	<b>☑</b>	Ø		
HTZ01.02	Understand the concepts of marketing and the market place as it applies to the hospitality and tourism industry.			<b>I</b>	<b>I</b>	<b>J</b>		
HTZ01.03	Understand the concept of sales and selling.			<b>☑</b>	v	Ø		
HTZ02.01	Use and understand oral, written, and nonverbal communication to express and interpret information.		Ø	<b>J</b>	<b></b>	Ø		
HTZ03.03	Study potential, real and perceived emergency situations to recognize and implement appropriate safety and security measures.	v	v	<b>J</b>	<b></b> ☑	Ø		
HTZ03.04	Use critical thinking skills to solve problems.			v	<b>☑</b>	Ø		
HTZ05.01	Analyze the functions performed by different divisions and departments within a lodging operation to visualize the interaction of all areas.		<b>v</b>	<b>J</b>				
HTZ05.02	Understand organizational systems to optimize business efficiency.			<b>☑</b>	<b>☑</b>	Ø		
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.				<b>☑</b>	Ø		
HTZ06.01	Review all safety and sanitation procedures applicable to the work area to ensure a safe and healthy work environment for all individuals.	<b>☑</b>	Ø	<b>☑</b>	<b>☑</b>	Ø		
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.	<b>☑</b>		<b>☑</b>				
HTZ06.05	Research ways to use security measures to protect guests/customers, staff and limit liability.				<b></b>			
HTZ07.01	Understand and use leadership and teambuilding principles, styles, and skills to effectivly manage the culture of the work environment.			<b>J</b>	<b></b>	<b>J</b>		
HTZ07.04	Understand and demonstrate the components of customer service.			<b>I</b>	<b> ☑</b>	<b>J</b>		
HTZ07.05	Understand the role of being a host to guests.	<b>☑</b>	<b>☑</b>					
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.		Ø		Ø			
HTZ08.02	Explain how cash control procedures are used to protect funds.			<b>☑</b>	<b>☑</b>	Ø		
HTZ08.03	Examine professional and workplace ethics and legal responsibilities to provide guidelines for conduct.		Ø	<b>☑</b>	<b>☑</b>	Ø		
HTZ09.01	Research and review career options and qualifications for entering and advancement opportunities in the hospitality and tourism industry.		v		<b></b>			
		_	_		П	_	_	

Э	П	П	N	N	ব	П
			<b>☑</b>	<b>☑</b>	<b>J</b>	
d		<b>☑</b>	<b>J</b>	<b>J</b>	<b>J</b>	
lement	<b>J</b>	<b>☑</b>	<b>☑</b>	<b>J</b>	v	
			<b>☑</b>	<b>☑</b>	<b>v</b>	
a		v	<b>☑</b>			
			<b>☑</b>	<b>☑</b>	<b>☑</b>	
ts and				<b>☑</b>	<b>☑</b>	
ıre a	<b>☑</b>	v	<b>☑</b>	<b>☑</b>	<b>☑</b>	
fect on	<b>☑</b>		<b>☑</b>			
d limit				<b>☑</b>		
10			<b>☑</b>	<b>v</b>	v	
			<b>☑</b>	<b>☑</b>	v	
	<b>v</b>	<b>J</b>				
high		<b>☑</b>		<b>v</b>		
			<b>v</b>	<b>v</b>	v	
<b>)</b>		<b>J</b>	<b>v</b>	<b>v</b>	v	
ement		<b>J</b>		<b>v</b>		



Sample High School
Sample Community College
Sample Program of Study
6/30/2012

### **Lodging Focus Area**

#### **Skills-to-Course Matrix**

<u>Instructions</u>: 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.

	Focus Area Knowledge and Skills (CTE standards)	Course 1	rsa?	15k³ □ Course³	Tedy. Conze v	TSA? Course's	75A³ Course 6	<b>1</b> 51 <sup>2</sup> ?
Code Number	KS Statement							
ITPB01.01	Knowledge of the uses of telecommunications equipment found at lodging facilities to optimize guest service.							
HTPB01.02	Understand the importance of the interactions of all lodging departments that directly relate to guest satisfaction.							
HTPB02.01	Explain the importance of house keeping standards on guest satisfaction.							
ITPB02.02	Prepare a staffing SCHEDULE to schedule various staff positions to assure guest satisfaction.							
ITPB02.04	Understand the factors to consider when determining purchasing procedures to maintain effective operations.							
ITPB03.01	Research and review career options and qualifications for entering and advancement opportunities in lodging industry.							
ITPB04.01	Understand the importance of guest registration, room assignment, and check out procedures.							
ITPB04.03	Understand the importance of check-out procedures to ensure guest satisfaction and verify settlement of account.							
ITPB05.01	Understanding the employee's role of marketing the property and regional ammenities in the lodging industry.							
ITPB06.01	Abide strictly by key control procedures to protect guest and minimize risks.							
ITPB06.03	Explain how guests and property are protected to minimize losses or liabilities.							
ITPB07.01	Understand all the variable factors that impact lodging sales.							
ITPB08.01	Understand the importance of clear and accurate communication between empoyees and to guests.							

Sample High School
Sample Community College
Sample Program of Study
6/30/2012

## Recreation, Amusements & Attractions Focus Area

#### **Skills-to-Course Matrix**

<u>Instructions</u>: 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.

<u> </u>	ocus Area Knowledge and Skills (CTE standards)	use <sup>1</sup>	rsh couse2	TSA Course 3	75A. Outse a	15th Course's	TSA. Course 6	75A.
Code Number	KS Statement	_ Con_						
HTPD01.01	Research and review career options and qualifications for entering and advancement opportunities in recreation, amusements and attractions.							
HTPD01.02	Demonstrate specific problem solving abilities for recreation amusements and attractions.							
HTPD01.03	Understand maintenance technology that is unique to the recreation, amusments and attactions field.							
HTPD02.01	Evaluate the types of information and directions guest would need at entry to be familiar with their surroundings.							
HTPD02.02	Understand and use leadership and team-building techniques, styles, and skills to effectivly promote a culture of fun and entertainment.							
HTPD02.03	Develop appropriate measures to control crowds and traffic.							
HTPD02.04	Review safety and security issues to establish procedures.							
HTPD03.01	Study admission procedures to manage and control individuals and groups.							
HTPD03.02	Explore best sales practices to optimise revenue.							
HTPD04.01	Develop marketing strategies specific to recreation, amusements, and attractions.							
HTPD04.02	Identify opportunities for merchandizing and branding at different venues.							

Sample High School
Sample Community College
Sample Program of Study
6/30/2012

# Restaurants, Food & Beverage Services Focus Area

#### **Skills-to-Course Matrix**

<u>Instructions</u>: 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.

<u> </u>	Focus Area Knowledge and Skills (CTE standards)	course <sup>1</sup>	15A Course 2	TSA COURSE 3	TSA Course A	TSA Course's	TSA COUISE 6	<b>√</b> 8δ.
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 preperation.							
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.							
		000000000000000000000000000000000000000						

Sample High School
Sample Community College
Sample Program of Study
6/30/2012

#### **Travel and Tourism Focus Area**

#### **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.

#### Focus Area Knowledge and Skills (CTE standards) **Code Number KS Statement** Understand and apply information about times zones, seasons, domestic and HTPC01.01 international maps in creating or enhancing travel. Employ unit and time conversion skills to develop schedules, and compute cost, HTPC01.02 distance and time (including travel time) factors. Study differences in language, culture and behavior to achieve an awareness of HTPC02.01 Study potential, real and perceived hazards to recognize and implement appropriate HTPC03.01 safety and security measures. Research and create a resource base using alternative plans, proactive and reactive HTPC03.02 solutions to manage any emergency situation. HTPC03.03 Review safety and security issues to establish procedures for customer education. Achieve a familiarity with acronyms, abbreviations and definitions of terminology to HTPC04.01 communicate within the tourism industry. Attain a familiarity with diverse transportation, lodging, cruise and food service HTPC04.02 options to produce a customized product. Achieve familiarity with other industries that have products or services relevant to a HTPC04.03 tourism package to gain awareness of their role and the tourism provider's role in delivering a seamless product to a customer. Achieve a knowledge of the community elements essential to maintain cooperative HTPC04.04 tourism development efforts. Match customer needs, wants and expectations to the travel product to integrate HTPC05.01 intangible and discretionary travel options. Study the various market sub-sectors and the general interests of each to design tourism promotional packages. 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.