



## National Standards for Family and Consumer Sciences Education

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Developed by National Association of State Administrators of Family and Consumer Sciences (NASAFACS)

### Area of Study 10.0

#### Hospitality, Tourism, and Recreation

- Family and Consumer Sciences National Standards are outcomes; that is, expectations of what students should know and be able to do upon completion of the course sequence for a pathway/program of study. As curriculum is developed, the national standards should be utilized as indicators of student achievement at the end of the pathway/program of study. Benchmarks should be developed for student achievement in earlier courses. The standards are grouped by Areas of Study, NOT by courses. It is expected that content knowledge and skills from multiple Areas of Study would be utilized when building courses for state or local uses. For example, standards from Area 1-Career, Community and Life Connections, Area 5 Facilities and Property Management, and Area 11 Housing and Interior Design, as well as standards from other Areas of Study, might be incorporated into course sequences for Hospitality, Tourism, and Recreation pathways.

#### Comprehensive Standard

Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation

##### Content Standards

10.1 Analyze career paths within the hospitality, tourism and recreation industries.

##### Competencies

- 10.1.1 Explain the roles and functions of individuals engaged in hospitality, tourism, and recreation careers.
- 10.1.2 Analyze opportunities for employment in hospitality, tourism, and recreation careers.
- 10.1.3 Summarize education and training requirements and opportunities for career paths in hospitality, tourism, and recreation careers.
- 10.1.4 Analyze the correlation between the hospitality industry and local, state, national and global economies.
- 10.1.5 Create an employment portfolio to communicate hospitality, tourism, and recreation knowledge and skills.
- 10.1.6 Analyze the role of professional organizations in the hospitality, tourism, and recreation professions.

10.2 Demonstrate procedures applied to safety, security, and environmental issues.

- 10.2.1 Explain the importance of safety, security, and environmental issues related to the hospitality, tourism, and recreation industries.
- 10.2.2 Demonstrate procedures for assuring guest or customer safety.
- 10.2.3 Evaluate evacuation plans and emergency procedures.
- 10.2.4 Demonstrate management and conservation of resources for energy efficiency and protection of the environment.

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- 10.2.5 Design a system for documenting, investigating, and taking action on safety, security, and environmental issues.
- 10.3 Apply concepts of quality service to ensure customer satisfaction.
  - 10.3.1 Apply industry standards for service that meet expectations of guests or customers.
  - 10.3.2 Analyze how employee dispositions can impact customer satisfaction.
  - 10.3.3 Apply a system to evaluate and resolve employee, employer, guest, or customer complaints.
  - 10.3.4 Analyze effects of customer relations on success of the hospitality, tourism, and or recreation industry.
  - 10.3.5 Demonstrate effective cultural awareness and customer relations to meet the hospitality, tourism, and recreation needs of special populations.
- 10.4 Demonstrate practices and skills involved in lodging occupations.
  - 10.4.1 Demonstrate front desk, office, and customer service skills.
  - 10.4.2 Demonstrate accounting practices and financial transactions.
  - 10.4.3 Manage convention, meeting, and banquet support functions.
  - 10.4.4 Apply basic food preparation and services-skills in catering operations.
  - 10.4.5 Manage use, care, storage, maintenance, and safe operations of equipment, tools, and supplies.
  - 10.4.6 Apply facility management, maintenance, and service skills to lodging operations.
  - 10.4.7 Apply time and work management skills to facility service tasks.
  - 10.4.8 Analyze sales and marketing functions in lodging operations.
- 10.5 Demonstrate practices and skills for travel related services.
  - 10.5.1 Investigate geography, climate, sites, and time zones of various regions and countries.
  - 10.5.2 Investigate lodging, tourism, and recreation customs of various regions and countries.
  - 10.5.3 Apply knowledge of food, beverage, and etiquette of various regions and countries to decisions about lodging, tourism, and recreation.
  - 10.5.4 Research information needed for diverse clientele for domestic and international travel. Needs to be more

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- 10.5.4 specific. What “information”? Travel documents? Itineraries, emergency numbers? Needs clarification.
- 10.5.5 Create travel documents and itineraries, utilizing current technology.
- 10.5.6 Analyze travel arrangements using computerized systems.
  
- 10.6 Demonstrate management of recreation, leisure, and other programs and events.
  - 10.6.1 Coordinate client inquiries and requests.
  - 10.6.2 Design themes, timelines, budgets, agendas, and itineraries for specific programs and events.
  - 10.6.3 Organize resources and information about locations, facilities, suppliers, and vendors for specific services.
  - 10.6.4 Prepare event materials for distribution..
  - 10.6.5 Demonstrate skills related to promoting and publicizing events.
  - 10.6.6 Manage programs and events for specific age groups or diverse populations.
  - 10.6.7 Promote wellness initiatives through recreation and leisure programs and events.
  - 10.6.8 Evaluate overall effectiveness of specific events.