

Course Title: Hotel Management 1b

State: TX  
State Course Title: Hotel Management  
State Course Code: 130.259  
State Standards: Texas Essential Knowledge and Skills for Career and Technical Education  
Date of Standards: 2017

TEKS	Course Title (a or b), if applicable, e.g. Game Design 1a	Unit Name(s)	Lesson(s) Numbers
(1) The student demonstrates professional standards/employability skills as required by business and industry. The student is expected to:			
(A) organize oral and written information;	Hotel Management 1b	Unit 6: Communication Skills Development	Lesson 4
(B) compose and present individually and in teams a variety of written documents such as agendas, thank you letters, presentations, and advertisements;	Hotel Management 1b	Unit 6: Communication Skills Development	Lesson 4
(C) calculate correctly using numerical concepts such as percentage and estimation in practical situations; and	Hotel Management 1b	Unit 5: Striking the Right Balance	Lesson 2
(D) examine and apply how scientific principles are used in the hotel industry.	Hotel Management 1b	Unit 5: Striking the Right Balance	Lesson 4
(2) The student uses verbal and nonverbal communication skills to create, express, and interpret information for providing a positive experience for guests and employees. The student is expected to:			
(A) develop, deliver, and critique presentations;	Hotel Management 1b	Unit 6: Communication Skills Development	Lesson 4
(B) analyze various marketing strategies for a lodging property and available services;	Hotel Management 1a	Unit 4: The Back of the House 1: Sales and Marketing Team	Lesson 3
(C) demonstrate proper techniques for using telecommunications equipment;	Hotel Management 1b	Unit 6: Communication Skills Development	Lesson 4
(D) interpret verbal and nonverbal cues to enhance communication with individuals such as coworkers, guests, and clients;	Hotel Management 1b	Unit 6: Communication Skills Development	Lesson 1
(E) locate written information used to communicate with individuals such as coworkers and guests;	Hotel Management 1b	Unit 6: Communication Skills Development	Lesson 1

(F) apply and model active listening skills to obtain and clarify information; and	Hotel Management 1b	Unit 6: Communication Skills Development	Lesson 1
(G) follow directions and procedures independently and in teams.	Hotel Management 1b	Unit 6: Communication Skills Development	Lesson 2
<b>(3) The student solves problems independently and in teams using critical thinking, innovation, and creativity. The student is expected to:</b>			
(A) generate creative ideas to solve problems by brainstorming possible solutions;	Hotel Management 1b	Unit 5: Striking the Right Balance	Lesson 4
(B) employ critical-thinking and interpersonal skills to resolve conflicts with individuals such as coworkers, employers, guests, and clients; and	Hotel Management 1b	Unit 5: Striking the Right Balance	Lesson 4
(C) interpret and use industry standards for principles of budgeting and forecasting to maximize profit and growth.	Hotel Management 1b	Unit 5: Striking the Right Balance	Lesson 2
<b>(4) The student demonstrates an understanding that personal success depends on personal effort. The student is expected to:</b>			
(A) demonstrate an understanding of self-responsibility and self-management;	Hotel Management 1b	Unit 5: Striking the Right Balance	Lesson 3
(B) identify and demonstrate both positive and negative work behaviors and personal qualities for employability; and	Hotel Management 1b	Unit 5: Striking the Right Balance	Lesson 3
(C) evaluate the effects of health and wellness on employee performance.	Hotel Management 1b	Unit 5: Striking the Right Balance	Lesson 3
<b>(5) The student develops principles in time management, decision making, effective communication, and prioritization. The student is expected to:</b>			
(A) apply effective practices for managing time and energy;	Hotel Management 1b	Unit 5: Striking the Right Balance	Lesson 3
(B) develop and implement stress-management techniques;	Hotel Management 1b	Unit 5: Striking the Right Balance	Lesson 3
(C) assemble and analyze the various steps in the decision-making process; and	Hotel Management 1b	Unit 5: Striking the Right Balance	Lesson 4
(D) evaluate the importance of balancing a career, family, and leisure activities and develop various techniques to reduce conflict.	Hotel Management 1b	Unit 5: Striking the Right Balance	Lesson 3
<b>(6) The student understands the importance of employability skills. The student is expected to:</b>			

(A) assemble the required training or education requirements that lead to an appropriate industry certification;	Hotel Management 1b	Unit 8: Break into the Industry	Lesson 3
(B) comprehend and model skills related to seeking employment;	Hotel Management 1b	Unit 8: Break into the Industry	Lesson 3
(C) assemble and/or update an electronic personal career portfolio;	Hotel Management 1b	Unit 8: Break into the Industry	Lesson 3
(D) complete a job application in written and electronic format;	Hotel Management 1b	Unit 8: Break into the Industry	Lesson 3
(E) examine and model proper interview techniques in applying for employment;	Hotel Management 1b	Unit 8: Break into the Industry	Lesson 3
(F) complete required employment forms such as I-9, work visa, W-4, and licensures to meet employment requirements;	Hotel Management 1b	Unit 8: Break into the Industry	Lesson 3
(G) research the local labor workforce market to determine opportunities for lodging employment; and	Hotel Management 1b	Unit 8: Break into the Industry	Lesson 3
(H) investigate professional lodging organizations and development training opportunities to keep current on relevant trends and information within the lodging industry.	Hotel Management 1b	Unit 8: Break into the Industry	Lesson 3
<b>(7) The student understands roles within teams, work units, departments, organizations, and the larger environment of the lodging industry. The student is expected to:</b>			
(A) identify lodging departments and distinguish among the duties and responsibilities within each department;	Hotel Management 1b	Unit 1: The Hotel Organization	Lesson 2
(B) implement quality-control standards and practices;	Hotel Management 1a	Unit 8: Hotel Operations	Lesson 2
(C) compare and contrast duties and responsibilities from each department to the larger lodging environment, including food and beverage services;	Hotel Management 1b	Unit 1: The Hotel Organization	Lesson 2
(D) identify, compare, and contrast all types of lodging properties;	Hotel Management 1a	Unit 1: Introducing Hotel Management	Lesson 2
(E) compare and contrast lodging revenue and support centers;	Hotel Management 1b	Unit 8: Break into the Industry	Lesson 1
(F) compare and contrast chain and franchise lodging properties;	Hotel Management 1b	Unit 8: Break into the Industry	Lesson 4
(G) create, design, and present lodging entrepreneurship opportunities; and	Hotel Management 1a	Unit 1: Introducing Hotel Management	Lesson 3

(H) comprehend and model professional attire.	Hotel Management 1b	Unit 6: Communication Skills Development	Lesson 3
<b>(8) The student uses information technology tools specific to lodging management to access, manage, integrate, and create information. The student is expected to:</b>			
(A) use information technology tools to evaluate lodging work responsibilities;	Hotel Management 1a	Unit 7: Hotel Technology	Lesson 2
(B) evaluate technology tools to perform workplace tasks;	Hotel Management 1a	Unit 7: Hotel Technology	Lesson 2
(C) understand and evaluate the hotel/guest cycle with applicable technology;	Hotel Management 1a	Unit 7: Hotel Technology	Lesson 2
(D) prepare and present complex multimedia publications;	Hotel Management 1a	Unit 7: Hotel Technology	Lesson 4
(E) demonstrate knowledge and use of point-of-sale systems;	Hotel Management 1a	Unit 7: Hotel Technology	Lesson 2
(F) evaluate Internet resources for industry information; and	Hotel Management 1a	Unit 7: Hotel Technology	Lesson 4
(G) evaluate current and emerging technologies to improve guest services.	Hotel Management 1a	Unit 7: Hotel Technology	Lessons 1-4
<b>(9) The student uses leadership and teamwork skills in collaborating with others to accomplish organizational goals and objectives. The student is expected to:</b>			
(A) differentiate types of effective leadership and management styles and select which management style is effective for the lodging industry;	Hotel Management 1b	Unit 2: Management and Leadership 1	Lesson 2
(B) apply team-building skills;	Hotel Management 1b	Unit 5: Striking the Right Balance	Lesson 4
(C) apply decision-making and problem-solving skills;	Hotel Management 1b	Unit 5: Striking the Right Balance	Lesson 4
(D) apply leadership and teamwork qualities in creating a pleasant working atmosphere; and	Hotel Management 1b	Unit 5: Striking the Right Balance	Lesson 4
(E) participate in community leadership and teamwork opportunities to enhance professional skills.	Hotel Management 1b	Unit 5: Striking the Right Balance	Lesson 4
<b>(10) The student understands the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance. The student is expected to:</b>			

(A) assess workplace conditions with regard to safety and health;	Hotel Management 1a	Unit 8: Hotel Operations	Lesson 3
(B) apply safety and sanitation standards common to the workplace;	Hotel Management 1a	Unit 8: Hotel Operations	Lesson 3
(C) analyze potential effects caused by common chemical and hazardous materials;	Hotel Management 1a	Unit 8: Hotel Operations	Lesson 3
(D) demonstrate first aid and cardiopulmonary resuscitation skills;	Hotel Management 1b	Unit 1: The Hotel Organization	Lesson 3
(E) research sources of food-borne illness and determine ways to prevent them; and	Hotel Management 1a	Unit 6: Food and Beverage	Lesson 3
(F) evaluate the need for personal hygiene and correlate this to the importance of health, safety, and environmental management systems in the organization.	Hotel Management 1a	Unit 8: Hotel Operations	Lesson 3
<b>(11) The student knows and understands the importance of professional ethics and legal responsibilities within the lodging industry. The student is expected to:</b>			
(A) demonstrate professional and ethical standards;	Hotel Management 1b	Unit 7: Legal and Ethical Standards	Lesson 6
(B) compare and contrast the rights of the innkeeper and the rights of the guest; and	Hotel Management 1b	Unit 7: Legal and Ethical Standards	Lesson 2
(C) interpret and explain written organizational policies and procedures to help employees perform their jobs.	Hotel Management 1b	Unit 7: Legal and Ethical Standards	Lesson 6
<b>(12) The student understands the knowledge and skills required for careers in the lodging industry. The student is expected to:</b>			
(A) develop job-specific technical vocabulary;	Hotel Management 1a	Unit 1: Introducing Hotel Management	Lesson 1-4
(B) explain procedures to meet guest needs, including guest registration, rate assignment, room assignment, and determination of payment methods;	Hotel Management 1a	Unit 3: The Guest Service Cycle	Lesson 1
(C) differentiate the functions of meeting and event planning and how they correlate to the individual lodging property; and	Hotel Management 1b	Unit 1: The Hotel Organization	Lesson 2
(D) understand the importance of check-out procedures to ensure guest satisfaction and verify settlement of account.	Hotel Management 1a	Unit 3: The Guest Service Cycle	Lesson 2