

Colorado CTE Course – Scope and Sequence

Course Name	Lodging & Resort Management 2		Course Details	60 90-minute periods (Full year course)		
			Course = 1.0 Carnegie Unit Credit			
Course Description	This year two industry- developed curriculum by the American Hotel and Lodging Educational Institute expands more extensively into the management and leadership components from the year 1 curriculum topics. Successful participants in the program will have the opportunity to receive college credits, earn industry certifications and credentials, participate in a paid mentored internship in a hotel or hospitality related business, and apply for industry scholarships. Students who complete a 100-hour internship and pass both year 1 and 2 exams will receive the "Certified Hospitality and Tourism Management Professional (CHTMP)". FCCLA is also an integral part of this course.					
Note:	This is a suggested scope and sequence for the course content. The content will work with any textbook or instructional resource. If locally adapted, make sure all essential knowledge and skills are covered.					
SCED Identification #	Schedule calculation based on 60 calendar days of a 90-day semester. Scope and sequence allows for additional time for guest speakers, student presentations, field trips, remediation, or other content topics.					
All courses taught in an approved CTE program must include Essential Skills embedded into the course content. The Essential Skills Framework for this course can be found at https://www.cde.state.co.us/standardsandinstruction/essentialskills . The technical standards for Family and Consumer Sciences are found on the National Administrators for Family and Consumer Sciences website at http://www.nasafacs.org/national-standards-and-competencies.html						
Instructional Unit Topic	Suggested Length of Instruction	CTE or Academic Standard Alignment	Competency / Performance Indicator	Outcome / Measurement	CTSO Integration	
Unit 1: Introduction to Leadership and Management <i>Ch 1: Preparing for a Leadership Career</i> <i>Ch 2: Hospitality and Tourism Leadership</i>	<i>*Hours based on suggestions from HTMP curriculum</i> Ch.1-13 hours Ch.2-13 hours	10.1 Analyze career paths within the hospitality, tourism and recreation industries.	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,	1.2 List the advantages and disadvantages of a career in hospitality and tourism, and list the benefits for choosing a career in this industry 1.3 Describe segments of the hospitality and tourism industry, and explain the process for selecting an industry segment in which to work. 1.4 Identify the types of leadership positions available in the hospitality and tourism industry.	FCCLA-Career Exploration Career Connection Job Interview Leadership event	

		<p>10.3 Apply concepts of quality service to ensure customer satisfaction.</p>	<p>tourism, and recreation careers.</p> <p>10.1.4 Analyze the correlation between the hospitality industry and local, state, national and global economies.</p> <p>10.1.5 Create an employment portfolio to communicate hospitality, tourism, and recreation knowledge and skills.</p> <p>10.1.6 Analyze the role of professional organizations in the hospitality, tourism, and recreation professions.</p> <p>10.3.1 Apply industry standards for service that meets cultural and geographic expectations of guests or customers.</p> <p>10.3.2 Analyze how employee dispositions can impact customer satisfaction.</p> <p>10.3.3 Apply a system to evaluate and resolve employee, employer, guest, or customer complaints.</p> <p>10.3.4 Analyze effects of customer relations on success of the hospitality, tourism, and or recreation industry.</p> <p>10.3.5 Demonstrate effective cultural awareness and customer relations to meet the hospitality, tourism, and</p>	<p>1.5 Identify traits of effective leaders.</p> <p>1.6 Define traditional management styles.</p> <p>1.7 Explain the importance of varying your leadership style in response to organizational needs.</p> <p>2.2 Identify 21st century leadership styles.</p> <p>2.3 Identify why leaders must create leadership development goals and a path for meeting those goals.</p> <p>2.4 Define power and empowerment, and describe how these concepts tend to play out in centralized and decentralized organizations.</p> <p>2.5 Explain the need for respect and value for diversity in the hospitality and tourism industry.</p> <p>2.6 Describe how managers can lead employees to meet the needs of global guest audiences.</p> <p>2.7 Analyze the challenges and opportunities in welcoming diverse cultures to your property.</p>	
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		<p>10.4 Demonstrate practices and skills involved in hospitality and lodging occupations.</p>	<p>recreation needs of special populations.</p> <p>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 service 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 hospitality and lodging operations. 10.4.7 Apply time and work management skills to facility service tasks. 10.4.8 Analyze sales and marketing functions in hospitality and lodging operations.</p>		
<p>Unit 2: Hospitality Leadership Skills <i>Ch 3: Leadership and the Guest Cycle</i></p>	<p><i>*Hours based on suggestions from HTMP curriculum</i></p> <p>Ch.3-9 hours</p>	<p>10.3 Apply concepts of quality service to ensure customer satisfaction.</p>	<p>10.3.1 Apply industry standards for service that meets cultural and geographic expectations of guests or customers. 10.3.2 Analyze how employee dispositions</p>	<p>3.2 Identify the leadership skills and processes that lead to a seamless guest cycle. 3.3 Describe how employee empowerment contributes to effective guest recovery. 3.4 Explain how problem solving contributes to</p>	<p>Career Connection</p> <p>STAR Event: Interpersonal Communications</p>

<p><i>Ch 4: Managing the Guest Experience Cycle</i> <i>Ch 5: Leadership, Employees, and Communication</i></p>	<p>Ch.4-11 hours Ch.5-14 hours</p>	<p>10.5 Demonstrate practices and skills for travel related services.</p>	<p>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. 10.5.1 Investigate geography, climate, sites, time zones, and political and global influences of various regions and countries. 10.5.2 Investigate hospitality, 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 hospitality, lodging, tourism, and recreation. 10.5.4 Research regulations and cultural expectations to determine information needed for diverse cliental for</p>	<p>leadership processes in hospitality and tourism. 4.2 Describe why modeling inclusive behavior is an important skill for hospitality and tourism managers. 4.3 Identify how managers should apply property standards to the guest experience. 4.4 Identify the role of Guest Service Measurement (GSM) in managing the guest experience. 4.5 Explain how a manager leads a GOLD guest service team. 4.6 Describe the benefits of green practices and the role hospitality and tourism managers play in implementing them. 5.2 Describe the purpose of a mission statement. 5.3 Explain the importance of communicating the purpose and role of their job positions to employees. 5.4 Identify the steps involved in setting performance goals and ensuring that employee performance meets property standards. 5.5 Describe proper workplace etiquette for listening, speaking, and writing. 5.6 Explain communication strategies that can help managers deal with difficult employees.</p>	<p>International Experience Public Speaking Job Interview</p>
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		<p>10.6 Demonstrate management of recreation, leisure, and other programs and events.</p>	<p>domestic and international travel. 10.5.5 Create travel documents and itineraries, utilizing current technology. 10.5.6 Analyze travel arrangements using computerized systems.</p> <p>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. 10.6.9 Describe tourism related organizations and agencies and their impact</p>	<p>5.6 Review the sources of conflict and describe basic strategies that can be used to manage conflict. 5.7 Define different aspects of guest communication. 5.8 Explain why media training for leaders in hospitality and tourism is necessary.</p>	
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			on hospitality, lodging, travel, and recreation operations.		
<p>Unit 3: Operational Leadership Ch 6: Front Office Leadership Ch 7: Managing Housekeeping Operations Ch 8: Leadership and Facilities Management</p>	<p><i>*Hours based on suggestions from HTMP curriculum</i></p> <p>Ch.6- 13 hours</p> <p>Ch.7- 13 hours</p> <p>Ch.8- 11 hours</p>	<p>10.1 Analyze career paths within the hospitality, tourism and recreation industries.</p> <p>10.2 Demonstrate procedures applied to safety, security, and environmental issues.</p>	<p>10.1.1 Explain the roles and functions of individuals engaged in hospitality, tourism, and recreation careers.</p> <p>10.1.2 Analyze opportunities for employment in hospitality, tourism, and recreation careers.</p> <p>10.1.3 Summarize education and training requirements and opportunities for career paths in hospitality, tourism, and recreation careers.</p> <p>10.2.1 Explain the importance of safety, security, and environmental issues related to the hospitality, tourism, and recreation industries.</p> <p>10.2.2 Demonstrate procedures for assuring guest or customer safety.</p> <p>10.2.3 Evaluate evacuation plans and emergency procedures.</p> <p>10.2.4 Demonstrate management and conservation of resources for energy efficiency and</p>	<p>6.2 Identify the key duties and responsibilities of the front office manager.</p> <p>6.3 Identify the reports attached to the night audit process.</p> <p>6.4 Describe how labor costs are managed by the front office.</p> <p>6.5 Explain the role of job descriptions and specifications in measuring employee performance.</p> <p>6.6 Summarize the role of the front desk in selling to guests.</p> <p>6.7 Identify green practices that can be initiated and implemented by the front office.</p> <p>7.1 Identify which positions report to the executive housekeeper.</p> <p>7.2 Identify the duties and responsibilities of the executive housekeeper.</p> <p>7.3 Explain how the housekeeping department manages the budget process.</p> <p>7.4 Identify methods housekeeping management can implement to control labor and linen expenses.</p> <p>7.5 Describe how the executive housekeeper develops, communicates, and monitors performance standards for housekeeping staff.</p>	<p>Front of House Thematic Table Setting</p>

		<p>10.4 Demonstrate practices and skills involved in hospitality and lodging occupations.</p>	<p>protection of the environment.</p> <p>10.2.5 Design a system for documenting, investigating, and taking action on safety, security, and environmental issues.</p> <p>10.4.1 Demonstrate front desk, office, and customer service skills.</p> <p>10.4.2 Demonstrate accounting practices and financial transactions.</p> <p>10.4.3 Manage convention, meeting, and banquet support functions.</p> <p>10.4.4 Apply basic food preparation and service skills in catering operations.</p> <p>10.4.5 Manage use, care, storage, maintenance, and safe operations of equipment, tools, and supplies.</p> <p>10.4.6 Apply facility management, maintenance, and service skills to hospitality and lodging operations.</p> <p>10.4.7 Apply time and work management skills to facility service tasks.</p> <p>10.4.8 Analyze sales and marketing functions in hospitality and lodging operations.</p>	<p>7.6 Explain how the training of housekeeping staff is conducted.</p> <p>7.7 Discuss housekeeping management's role in promoting sustainable green practices.</p> <p>8.2 Summarize the duties and responsibilities of the chief engineer.</p> <p>8.3 Analyze how ADA improvements affect the budgetary process.</p> <p>8.4 Identify various measures facilities managers can take to manage and conserve energy.</p> <p>8.5 Describe common emergency systems and their associated maintenance procedures.</p> <p>8.6 Explain the benefits of using green building materials.</p> <p>8.6 Identify ways the facilities management team can reduce a property's carbon footprint.</p>	
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<p>Unit 4: Managing Food & Beverage Operations <i>Ch 9: Food and Beverage Service Leadership</i> <i>Ch 10: Managing Banquets and Catered Events</i></p>	<p><i>*Hours based on suggestions from HTMP curriculum</i></p> <p>Ch.9-14 hours</p> <p>Ch.10-10 hours</p>	<p>10.3 Apply concepts of quality service to ensure customer satisfaction.</p> <p>10.4 Demonstrate practices and skills involved in hospitality and lodging occupations.</p>	<p>10.3.1 Apply industry standards for service that meets cultural and geographic expectations of guests or customers.</p> <p>10.3.2 Analyze how employee dispositions can impact customer satisfaction.</p> <p>10.3.3 Apply a system to evaluate and resolve employee, employer, guest, or customer complaints.</p> <p>10.3.4 Analyze effects of customer relations on success of the hospitality, tourism, and or recreation industry.</p> <p>10.3.5 Demonstrate effective cultural awareness and customer relations to meet the hospitality, tourism, and recreation needs of special populations.</p> <p>10.4.1 Demonstrate front desk, office, and customer service skills.</p> <p>10.4.2 Demonstrate accounting practices and financial transactions.</p> <p>10.4.3 Manage convention, meeting, and banquet support functions.</p> <p>10.4.8 Analyze sales and marketing functions in hospitality and lodging operations.</p>	<p>9.2 Identify the organizational structures of various food and beverage operations and describe how restaurants attract and retain staff.</p> <p>9.3 Explain the steps involved in menu planning and menu design, and explain the value of periodic menu evaluation.</p> <p>9.4 Describe procedures and issues involved with purchasing, receiving, storing, issuing, and controlling food and beverage operation supplies and equipment.</p> <p>9.5 Describe the process of planning the design and choosing the décor of food and beverage operations, and summarize the cleaning process.</p> <p>9.6 Describe the critical role of food sanitation in food and beverage operations, and outline workplace safety responsibilities of managers.</p> <p>9.7 Discuss labor and revenue control, and explain how food and beverage managers forecast sales.</p> <p>9.8 Explain how food and beverage operations are addressing requests for healthier food options, sustainable foods, and food allergy issues.</p> <p>10.1 Outline the types of positions available to event planners, and describe the benefits of banquets and catered events for food and beverage operations.</p>	<p>Event Management</p> <p>Hospitality, Tourism and Recreation</p>
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				<p>10.2 Explain how banquets and catered events are booked and planned, and describe function books, contracts or letters of agreement, and function sheets.</p> <p>10.3 Summarize how banquet and catering operations prepare to provide service to clients during an event, from setting up function rooms to scheduling staff members, and preparing, plating, and storing food.</p> <p>10.4 List challenges that managers and staff members face during banquets, and list examples of protocol issues.</p> <p>10.5 Describe the types of controls that banquet managers must practice, and explain how guest comments can be collected and used.</p>	
<p>Unit 5: Managing Business Operations <i>Ch 11: Human Resources</i> <i>Ch 12: Managing Operational Finance</i></p>	<p><i>*Hours based on suggestions from HTMP curriculum</i></p> <p>Ch. 11-10 hours</p> <p>Ch. 12-11 hours</p>	<p>10.2 Demonstrate procedures applied to safety, security, and environmental issues.</p>	<p>10.2.1 Explain the importance of safety, security, and environmental issues related to the hospitality, tourism, and recreation industries.</p> <p>10.2.2 Demonstrate procedures for assuring guest or customer safety.</p> <p>10.2.3 Evaluate evacuation plans and emergency procedures.</p> <p>10.2.4 Demonstrate management and conservation of resources for energy efficiency and protection of the environment.</p>	<p>11.2 Identify the four basic rules in preparing for interviews, and assess the strengths and weaknesses of different types of interview approaches, and differentiate between closed-ended and open-ended questions.</p> <p>11.3 Identify the employment laws that impact the hospitality and tourism industry and the role of human resources managers in applying these laws.</p> <p>11.4 Distinguish between direct and indirect compensation, and identify factors that influence pay.</p>	<p>STAR Event: Advocacy</p> <p>Sustainability Challenge</p>

		10.4 Demonstrate practices and skills involved in hospitality and lodging occupations.	<p>10.2.5 Design a system for documenting, investigating, and taking action on safety, security, and environmental issues.</p> <p>10.4.1 Demonstrate front desk, office, and customer service skills.</p> <p>10.4.2 Demonstrate accounting practices and financial transactions.</p>	<p>11.5 Explain the concept of corporate social responsibility, and describe examples of how hospitality and tourism companies are including corporate social responsibility initiatives in their organizations.</p> <p>12.1 Discuss how revenue centers and cost centers are managed to ensure a property's profitability.</p> <p>12.2 Identify the components of income statements and balance sheets.</p> <p>12.3 Distinguish between operations and capital budgets and explain how to use each appropriately.</p> <p>12.4 Explain the purpose of revenue management in the hospitality and tourism industry.</p> <p>12.5 Use productivity standards and staffing guides to manage labor costs.</p> <p>12.6 Identify the tax responsibilities a hospitality and tourism leader must manage.</p>	
<p>Unit 6: Sales & Marketing <i>Ch 13: Marketing</i> <i>Ch 14: Sales</i></p>	<p><i>*Hours based on suggestions from HTMP curriculum</i></p> <p>Ch.13- 11 hours</p> <p>Ch.14- 11 hours</p>	10.3 Apply concepts of quality service to ensure customer satisfaction.	<p>10.3.1 Apply industry standards for service that meets cultural and geographic expectations of guests or customers.</p> <p>10.3.2 Analyze how employee dispositions can impact customer satisfaction.</p>	<p>13.1 Describe the organization of marketing departments, and explain management's role in marketing.</p> <p>13.2 Summarize the marketing mix: the four Ps and the four Cs.</p> <p>13.3 Identify the steps of a marketing plan.</p>	<p>Promote and Publicize FCCLA</p> <p>Hospitality, Tourism and Recreation</p>

		<p>10.4 Demonstrate practices and skills involved in hospitality and lodging occupations.</p> <p>10.6 Demonstrate management of recreation, leisure, and other programs and events.</p>	<p>10.3.3 Apply a system to evaluate and resolve employee, employer, guest, or customer complaints.</p> <p>10.3.4 Analyze effects of customer relations on success of the hospitality, tourism, and or recreation industry.</p> <p>10.3.5 Demonstrate effective cultural awareness and customer relations to meet the hospitality, tourism, and recreation needs of special populations.</p> <p>10.4.1 Demonstrate front desk, office, and customer service skills.</p> <p>10.4.2 Demonstrate accounting practices and financial transactions.</p> <p>10.4.3 Manage convention, meeting, and banquet support functions.</p> <p>10.4.8 Analyze sales and marketing functions in hospitality and lodging operations.</p> <p>10.6.1 Coordinate client inquiries and requests.</p> <p>10.6.2 Design themes, timelines, budgets, agendas, and itineraries for specific programs and events.</p>	<p>13.4 Describe the channels of distribution within the hospitality and tourism industry.</p> <p>13.5 Explain how to prepare a marketing budget.</p> <p>13.6 Identify trends that affect marketing in the hospitality and tourism industry.</p> <p>14.2 Describe training techniques managers can use to build an effective sales team.</p> <p>14.3 Identify the methods used to manage an effective sales team.</p> <p>14.4 List the tools and processes used to sell to global audiences.</p> <p>14.5 Outline the needs of special market segments and the sales strategies used to reach those segments.</p> <p>14.6 Summarize strategies for selling to the digital traveler.</p>	
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			<p>10.6.3 Organize resources and information about locations, facilities, suppliers, and vendors for specific services.</p> <p>10.6.4 Prepare event materials for distribution.</p> <p>10.6.5 Demonstrate skills related to promoting and publicizing events.</p> <p>10.6.6 Manage programs and events for specific age groups or diverse populations.</p>		
<p>Unit 7: Safety & Security <i>Ch 15: Safety</i> <i>Ch 16: Security</i></p>	<p><i>*Hours based on suggestions from HTMP curriculum</i></p> <p>Ch. 15- 7 hours</p> <p>Ch. 16- 9 hours</p>	<p>10.2 Demonstrate procedures applied to safety, security, and environmental issues.</p>	<p>10.2.1 Explain the importance of safety, security, and environmental issues related to the hospitality, tourism, and recreation industries.</p> <p>10.2.2 Demonstrate procedures for assuring guest or customer safety.</p> <p>10.2.3 Evaluate evacuation plans and emergency procedures.</p> <p>10.2.4 Demonstrate management and conservation of resources for energy efficiency and protection of the environment.</p> <p>10.2.5 Design a system for documenting, investigating, and taking action on safety, security, and environmental issues.</p>	<p>15.1 Describe why workplace safety is a significant responsibility of the hospitality and tourism manager.</p> <p>15.2 Explain the benefits of a workplace safety committee, its goals, and its communication processes.</p> <p>15.3 Define risk management, and identify the steps of the risk management process.</p> <p>15.4 Identify ways to follow OSHA requirements.</p> <p>16.1 Describe how security should be used as a management tool.</p> <p>16.2 Explain how surveillance, safe deposit boxes, and access control measures are used to protect guests and assets.</p> <p>16.3 Summarize the nature of employee security issues, and identify the role of human resources in dealing with them.</p> <p>16.4 Identify what should be considered in an emergency</p>	<p>Career Investigation</p>

				preparedness plan, and detail the role of the media relations spokesperson.	
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