

Lodging I

Lodging I is a one-credit course. The prerequisite for this course is Hospitality and Tourism. Students perform tasks related to the operation of lodging facilities and the care of guests who use these facilities, either through direct guest contact or the provision of background services that enhance the guest experience.

Career and technical student organizations are integral, cocurricular components of each career and technical education course. These organizations serve as a means to enhance classroom instruction while helping students develop leadership abilities, expand workplace-readiness skills, and broaden opportunities for personal and professional growth.

Hospitality Industry

Students will:

1. Compare classifications of lodging properties for affiliations, levels of service, ownership, size, and target market.
2. Distinguish functions of various departments of a hotel, including accounting, security, engineering, front desk, housekeeping, maintenance, human resources, and sales and marketing.
3. Determine trends and issues associated with the lodging industry.
4. Assess ways technology impacts and is used in the lodging industry.
5. Assess career options, entrepreneurial opportunities, and credentials associated with the lodging industry.

Business Operations

6. Compare cost efficiency for resorts, large hotel chains, and independently owned lodging establishments.
7. Critique sales opportunities available in the lodging industry.

Lodging Structure

8. Compare types of services offered by the lodging industry.
Examples: bed and breakfast, tour, business travel, leisure, destination, theme packets

Front Desk

9. Summarize the role of front desk staff, including cashiering and accounting, receiving reservations, and creating departmental log reports.

Housekeeping Functions

10. Determine roles of the housekeeper in hotel operations, including guest room cleaning, managing inventory, and reporting damaged property.

Guest Services and Relations

11. Describe strategies for maintaining positive guest relations.
12. Demonstrate strategies for resolving guest complaints.
13. Summarize duties of the concierge and bell hop.

Safety and Security

14. Describe safety and security associated with the lodging industry, including Occupational Safety and Health Administration (OSHA) standards, emergency response, and housekeeping security.

Cultural Diversity

15. Explain how cultural diversity impacts the hospitality and tourism industry.

Economics

16. Analyze effects of the economy on the hospitality and tourism industry to apply appropriate strategies in developing new products or services.