

Name
Student ID

Teacher

Grade
Date

**Introduction to Hospitality Management and Operations - 5478
Student Profile**

Complete the student profile by inserting the representative letter in the space provided and completing all other information requested.

E - Exceeds Performance Requirements: Work that is above the criteria of the standard.

M - Meets Performance Requirements: Work that meets the criteria of the standard.

B - Below Performance Requirements: Work that fails to meet the criteria of the standard.

B. HOSPITALITY AND TOURISM

B1. Summarize the development of the hospitality industry

1. Research the past, present and future of the hospitality industry.
2. Compare the state and local hospitality industries.
3. List reasons for growth in the hospitality industry.
4. Explore the impact technology has had on the hospitality industry.

B2. Examine the hospitality and tourism segments.

1. Describe the 4 segments in the hospitality industry.
2. Categorize components of the lodging segment and list related employment opportunities.
3. Summarize components of the food and beverage industry and list related employment opportunities.
4. Outline components of the tourism segment and list related employment opportunities.
5. Identify the components of the recreation, amusement, and attractions segment and list related employment opportunities.

C. HOSPITALITY AND TOURISM CAREERS

C1. Identify employability and career development skills.

1. Demonstrate professional dress and grooming.
2. Discuss the importance of professional and ethical behavior on the job.
3. Identify the 21st Century Skills.
4. Explain the SCANS Skills.
5. Analyze methods of dealing with various workplace related issues.

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C2. Analyze career paths within the hospitality and tourism industry. 1. Research careers in hospitality and tourism. 2. Explore postsecondary training and educational opportunities. 3. Develop a career portfolio.				
D. GUEST SERVICE				
D1. Evaluate service techniques that promote guest satisfaction. 1. Explain the impact of customer relations on the hospitality industry. 2. Describe the verbal, nonverbal, and written communication skills needed in a hospitality setting. 3. Identify consumer rights. 4. Recognize individual differences.				
E. SAFETY, SECURITY, AND THE ENVIRONMENT				
E1. Identify current safety, security, and environmental principles and practices. 1. Explain safety standards as they relate to the hospitality and tourism industry. 2. Outline security procedures. 3. Identify industry regulatory agencies/organizations. 4. Describe the latest conservation and sanitation practices.				

Number exceeded: _____ **Percentage exceeded:** _____

Number met: _____ **Percentage met:** _____

Number below: _____ **Percentage below:** _____

National Certification(s)/Date earned:

Comments: