

# Lodging I

<b>Hospitality Industry</b>	<b>1 Compare classifications of lodging properties for affiliations, levels of service, ownership, size, and target market. 1</b>
	<b>2 Distinguish functions of various departments of a hotel, including accounting, security, engineering, front desk, housekeeping, maintenance, human resources, and sales and marketing. 2</b>
	<b>3 Determine trends and issues associated with the lodging industry. 3</b>
	<b>4 Assess ways technology impacts and is used in the lodging industry. 4</b>
	<b>5 Assess career options, entrepreneurial opportunities, and credentials associated with the lodging industry. 5</b>
<b>Business Operations</b>	<b>1 Compare cost efficiency for resorts, large hotel chains, and independently owned lodging establishments. 6</b>
	<b>2 Critique sales opportunities available in the lodging industry. 7</b>
<b>Lodging Structure</b>	<b>1 Compare types of services offered by the lodging industry. Examples: bed and breakfast, tour, business travel, leisure, destination, theme packets 8</b>
<b>Front Desk</b>	<b>1 Summarize the role of front desk staff, including cashiering and accounting, receiving reservations, and creating departmental log reports. 9</b>
<b>Housekeeping Functions</b>	<b>1 Determine roles of the housekeeper in hotel operations, including guest room cleaning, managing inventory, and reporting damaged property. 10</b>
<b>Guest Services and Relations</b>	<b>1 Describe strategies for maintaining positive guest relations. 11</b>
	<b>2 Demonstrate strategies for resolving guest complaints. 12</b>
	<b>3 Summarize duties of the concierge and bell hop. 13</b>
<b>Safety and Security</b>	<b>1 Describe safety and security associated with the lodging industry, including Occupational Safety and Health Administration (OSHA) standards, emergency response, and housekeeping security. 14</b>

## **Cultural Diversity**

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

---

## **Economics**

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