

Wisconsin Family and Consumer Sciences

# **Hospitality, Tourism, and Recreation (HTR)**

**Students will synthesize knowledge, skills, and practices required for careers in hospitality, tourism, and recreation.** FCS.HTR.1

**A Analyze career paths within the hospitality, tourism, and recreation industries.** FCS.HTR.1.A

Beginning (b)

- 1 Examine roles and functions of individuals engaged in hospitality, tourism, and recreation careers. FCS.HTR.1.A.B.1
- 2 Define labor market information and its impact on employment opportunities within hospitality, tourism, and recreation. FCS.HTR.1.A.B.2
- 3 Identify employment trends in hospitality, tourism, and recreation. FCS.HTR.1.A.B.3
- 4 Discuss the role of professional organizations in hospitality, tourism, and recreation careers. FCS.HTR.1.A.B.4
- 5 Identify preferred skills required to work in hospitality, tourism, and recreation. FCS.HTR.1.A.B.5

Intermediate (i)

- 1 Explore skills needed to relate to others who work in hospitality, tourism, and recreation. FCS.HTR.1.A.I.1
- 2 Analyze opportunities for employment across local, state, and national levels within hospitality, tourism, and recreation. FCS.HTR.1.A.I.2
- 3 Describe employment trends in hospitality, tourism, and recreation. FCS.HTR.1.A.I.3
- 4 List professional organizations that support hospitality, tourism, and recreation professionals. FCS.HTR.1.A.I.4
- 5 Construct examples of documents required for an entry-level position in hospitality, tourism, or recreation. FCS.HTR.1.A.I.5

Advanced (a)

- 1 Explain the roles and functions of individuals engaged in hospitality, tourism, and recreation careers. FCS.HTR.1.A.A.1
- 2 Analyze the correlation between the hospitality industry and local, state, national, and global economies. FCS.HTR.1.A.A.2
- 3 Summarize education and training requirements and opportunities for career paths in hospitality, tourism, and recreation careers. FCS.HTR.1.A.A.3
- 4 Examine the role of professional organizations in the hospitality, tourism, and recreation professions. FCS.HTR.1.A.A.4
- 5 Create an employment portfolio to communicate hospitality, tourism, and recreation knowledge and skills. FCS.HTR.1.A.A.5

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**B Demonstrate procedures applied to safety, security, and environmental issues.** **FCS.HTR.1.B**

Beginning (b)

- 1 Explore industry standards for safety and security issues related to hospitality, tourism, and recreation. **FCS.HTR.1.B.B.1**
- 2 Identify procedures for assuring guest and customer safety related to hospitality, tourism, and recreation. **FCS.HTR.1.B.B.2**
- 3 Develop evacuation plans and emergency procedures. **FCS.HTR.1.B.B.3**
- 4 Explore ways to conserve resources. **FCS.HTR.1.B.B.4**

Intermediate (i)

- 1 Explain the present standards for meeting safety, security, and environmental issues within hospitality, tourism, and recreation. **FCS.HTR.1.B.I.1**
- 2 Explain the positive and negative influences of safety, security, and environmental issues. **FCS.HTR.1.B.I.2**
- 3 Practice evacuation plans and emergency procedures. **FCS.HTR.1.B.I.3**
- 4 Demonstrate management and conservation of resources for energy efficiency and protection of the environment. **FCS.HTR.1.B.I.4**

Advanced (a)

- 1 Explain the importance of safety, security, and environmental issues related to hospitality, tourism, and recreation. **FCS.HTR.1.B.A.1**
- 2 Demonstrate procedures for assuring guest or customer safety. **FCS.HTR.1.B.A.2**
- 3 Evaluate evacuation plans and emergency procedures. **FCS.HTR.1.B.A.3**
- 4 Design a system for documenting, investigating, and taking action on safety, security, and environmental issues. **FCS.HTR.1.B.A.4**

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**C Apply concepts of quality service to assure customer satisfaction in lodging, travel, recreation, and event planning services. FCS.HTR.1.C**

Beginning (b)

- 1 Identify expectations of customers in a variety of settings. FCS.HTR.1.C.B.1
- 2 Define conflict resolution skills. FCS.HTR.1.C.B.2
- 3 Identify verbal and nonverbal communication strategies used in interpersonal relationships. FCS.HTR.1.C.B.3
- 4 Describe customer service skills needed in hospitality, tourism, and recreation. FCS.HTR.1.C.B.4

Intermediate (i)

- 1 Analyze how employee dispositions can impact customer satisfaction. FCS.HTR.1.C.I.1
- 2 Demonstrate quality service techniques and procedures that meet industry standards in the food service industry. FCS.HTR.1.C.I.2
- 3 Apply strategies for addressing and resolving complaints. FCS.HTR.1.C.I.3
- 4 Demonstrate effective cultural awareness and customer relations to meet the hospitality, tourism, and recreation needs of special populations. FCS.HTR.1.C.I.4

Advanced (a)

- 1 Analyze the role of quality service as a strategic component of exceptional performance. FCS.HTR.1.C.A.1
- 2 Apply a system to evaluate and resolve employee, employer, guest, or customer complaints. FCS.HTR.1.C.A.2
- 3 Analyze effects of customer relations on success of the hospitality, tourism, and recreation industries. FCS.HTR.1.C.A.3
- 4 Apply industry standards for service that meet cultural and geographical expectations of guests or customers. FCS.HTR.1.C.A.4

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**D Demonstrate practices and skills involved in hospitality, lodging, travel, and recreation-related services.** FCS.HTR.1.D

Beginning (b)

- 1 Perform cash handling, accounting, and financial transactions. FCS.HTR.1.D.B.1
- 2 Devise a time-management schedule for a set of tasks. FCS.HTR.1.D.B.2
- 3 Compare promotional materials for events. FCS.HTR.1.D.B.3
- 4 Describe sales and marketing functions in hospitality, lodging, travel, and recreation-related services. FCS.HTR.1.D.B.4
- 5 Identify equipment, tools, and supplies needed in hospitality, tourism, and recreation operations. FCS.HTR.1.D.B.5
- 6 Explore modes of transportation for domestic and international travel. FCS.HTR.1.D.B.6
- 7 Explore food and beverages of various regions and countries. FCS.HTR.1.D.B.7
- 8 Identify potential needs of domestic and international travelers. FCS.HTR.1.D.B.8

Intermediate (i)

- 1 Explain the need for accuracy and timeliness in executing office procedures. FCS.HTR.1.D.I.1
- 2 Design themes, timelines, budgets, agendas, and itineraries for specific programs and events. FCS.HTR.1.D.I.2
- 3 Develop event materials for distribution. FCS.HTR.1.D.I.3
- 4 Analyze sales and marketing functions in hospitality and lodging operations. FCS.HTR.1.D.I.4
- 5 Manage use, care, storage, maintenance, and safe operations of equipment, tools, and supplies. FCS.HTR.1.D.I.5
- 6 Investigate geography, climate, sites, time zones, and political and global influences of various regions and countries. FCS.HTR.1.D.I.6
- 7 Practice etiquette techniques needed in social situations through role-playing. FCS.HTR.1.D.I.7
- 8 Research regulations and cultural expectations to determine information needed by diverse clientele for domestic and international travel. FCS.HTR.1.D.I.8

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**E Demonstrate management practices and skills involved in hospitality, lodging, travel, and recreation-related services.** FCS.HTR.1.E

Beginning (b)

- 1 Describe tourism-related organizations and agencies and their impact on hospitality, lodging, travel, and recreation operations. FCS.HTR.1.E.B.1
- 2 Explore wellness through recreation and leisure programs and events. FCS.HTR.1.E.B.2
- 3 Explain the purpose of labor laws in the workplace. FCS.HTR.1.E.B.3
- 4 Describe employability skills. FCS.HTR.1.E.B.4
- 5 Observe a demonstration or training event. FCS.HTR.1.E.B.5
- 6 Identify standard components of a crisis management plan. FCS.HTR.1.E.B.6
- 7 Develop a budget and time management outline for a meal. FCS.HTR.1.E.B.7

Intermediate (i)

- 1 Organize resources and information about locations, facilities, suppliers, and vendors for specific services. FCS.HTR.1.E.I.1
- 2 Promote wellness through recreation and leisure programs and events. FCS.HTR.1.E.I.2
- 3 Examine labor laws governing the workplace. FCS.HTR.1.E.I.3
- 4 Participate in a simulated job interview. FCS.HTR.1.E.I.4
- 5 Develop an outline for a training presentation. FCS.HTR.1.E.I.5
- 6 Critique a safety plan for a school or community organization. FCS.HTR.1.E.I.6
- 7 Adapt a plan for an individual item or small-scale event to a larger scale. FCS.HTR.1.E.I.7

Advanced (a)

- 1 Manage programs and events for specific age groups or diverse populations. FCS.HTR.1.E.A.1
- 2 Evaluate overall effectiveness of specific events on individual, family, or community wellness. FCS.HTR.1.E.A.2
- 3 Apply human resource workplace policies, including rules, regulations, laws, hiring, compensation, overtime, discrimination, and harassment. FCS.HTR.1.E.A.3
- 4 Apply the procedures involved in staff planning, recruiting, interviewing, selecting, scheduling, performance reviewing, and terminating of employees. FCS.HTR.1.E.A.4
- 5 Conduct staff orientation, initial training, and education; consistent reinforcement of training principles, standards, and education; and on-the-job training or retraining. FCS.HTR.1.E.A.5
- 6 Design internal and external crisis management and disaster plans and response procedures. FCS.HTR.1.E.A.6

- 7 Apply principles of inventory management, labor cost and control techniques, production planning and control, sustainability, and facilities management to planning. [FCS.HTR.1.E.A.7](#)