

# Lodging Management I: Grades 10, 11, 12

Adopted 2006

## Organization & Structure

### 1.1 Define terminology

1. Prepare a list of terms with definitions 1.1.1
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### 1.2 Define and identify types of lodging properties

1. Discuss aspects of each type of lodging property 1.2.1
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### 1.3 Identify the differences in levels of guest service provided by each class of lodging property

1. List amenities offered by each property 1.3.1
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### 1.4 Explain lodging property ownership and affiliation

1. List types of ownership 1.4.1
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### 1.5 Identify the differences in levels of service provided by each class of lodging property

1. Examine different levels of service 1.5.1
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### 1.6 Create an organization chart for a lodging property

1. Create a chart that lists hotel divisions and departments 1.6.1
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### 1.7 Classify functional areas of a lodging property by revenue or support centers

1. Diagram the functional areas of a lodging property by revenue or support centers 1.7.1
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### 1.8 Explain the functions of each division and department at a lodging property

1. Identify functions of each department 1.8.1
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## Guest Services

### 2.1 Define terminology

1. Prepare a list of terms with definitions 2.1.1
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### 2.2 Identify the elements of guest service categories

1. Contrast types of guest services 2.2.1

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**2.3 Distinguish between marketing tangible products and intangible products to guest**

1. Identify tangible and intangible guest products 2.3.1
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**2.4 Describe the concerns of maintaining quality control in relation to guest services**

1. Explain the involvement of customers in service 2.4.1
  2. Set guest services standards for a lodging property 2.4.2
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**2.5 Distinguish between controlling inventory and controlling guest demand**

1. Discuss real inventory and guest demand 2.5.1
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**2.6 Analyze time distribution channels in service**

1. Explain the concept of on time and when they want it 2.6.1
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**2.7 Explain the role of strategic planning in guest service**

1. Demonstrate the need for long term planning 2.7.1
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**2.8 Create a flow chart showing the steps needed in a strategic plan for guest services**

1. Perform a SWOT analysis 2.8.1
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**2.9 Describe safe methods for lifting moving, and carrying items**

1. Demonstrate guidelines 2.9.1
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**Lodging Safety****3.1 Define terminology**

1. Prepare a list of terms with definitions 3.1.1
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**3.2 Discuss job safety**

1. Discuss appropriate procedures to maintain a safe workplace 3.2.1
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**3.3 List safety equipment used in handling chemicals**

1. Discuss how to purchase, store, and wear protective gear 3.3.1
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**3.4 List the five steps needed to comply with the HazComm standard**

1. Access OSHA 3.4.1
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**3.5 Describe the role of the front office in security**

1. Explain key control measures in protecting a guest 3.5.1
2. Describe how to protect hotel funds 3.5.2
3. Summarize control access to safe deposit box and limited liability 3.5.3

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### **3.6 Identify suspicious activities**

1. Discuss suspicious activities [3.6.1](#)

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### **3.7 Identify emergency responses**

1. Describe procedures for handling fires and power outages [3.7.1](#)
  2. Identify how to handle elevator malfunctions, weather emergencies, civil unrest, employee or guest death [3.7.2](#)
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## **Communicating with Guests**

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### **4.1 Define terminology**

1. Prepare a list of terms with definitions [4.1.1](#)

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### **4.2 Outline the stages in the guest cycle**

1. Complete the events that occur during the guest's preapproval, arrival, occupancy and departure stages [4.2.1](#)

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### **4.3 Discuss the importance of protecting a guest's right to privacy**

1. Discuss guest legal rights [4.3.1](#)

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### **4.4 Discuss log books and tell about materials covered**

1. Classify the importance of good communication skills in front office positions [4.4.1](#)

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### **4.5 Discuss an information directory**

1. Explain items listed in an information directory [4.5.1](#)

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### **4.6 Discuss a split folio and master folio**

1. Compare and contrast the split folio and master folio [4.6.1](#)

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### **4.7 List types of equipment and supplies loaned to guests and identify property policies for those items**

1. Discuss policies governing lending equipment and supplies to guest [4.7.1](#)

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### **4.8 Demonstrate proper handling of guest mail and packages**

1. Discuss procedures used in handling guest mail and packages [4.8.1](#)

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### **4.9 Identify special needs guests and explain roles and responsibilities of the staff**

1. Explain special needs requested by guest [4.9.1](#)
2. Identify departments responsible for addressing guest special needs [4.9.2](#)

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### **4.10 Categorize the types of guest complaints**

1. Compare and contrast various types of guest complaints [4.10.1](#)

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**4.11 Identify policies on handling guest complaints**

1. List guidelines used in handling guest complaints [4.11.1](#)
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**4.12 Discuss follow-up procedures for guest complaints**

1. List procedures developed to follow-up guest complaints [4.12.1](#)
  2. Distinguish communication mode used to respond to guest complaints [4.12.2](#)
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**4.13 Discuss the differences of direct dial calling, operated assisted calling and for premium price calling by the guest**

1. Compare types of long distance calls available to guests [4.13.1](#)
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**4.14 Outline the functions of the PBX system**

1. Discuss use of the PBX system [4.14.1](#)
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**4.15 Define a Call Accounting System (CAS)**

1. Discuss benefits of CAS [4.15.1](#)
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**4.16 List types of phones and discuss their usual locations**

1. Create an outline to illustrate placement of phones [4.16.1](#)
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**4.17 Discuss how hotels take and deliver faxes and messages to their guests**

1. Demonstrate wake up calls, voice mail, and e-mail for hotel guests [4.17.1](#)
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**4.18 Tell why hotels offer TDD technology to their guests**

1. Examine requirements of Americans with Disabilities Act [4.18.1](#)
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**Reservations &  
Registration****5.1 Define terminology**

1. Prepare a list of terms with definitions [5.1.1](#)
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**5.2 Discuss the various types of reservations**

1. Classify the factors of a binding agreement between the lodging property and a potential guest [5.2.1](#)
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**5.3 Describe a global distribution system**

1. List the different types of global distribution systems [5.3.1](#)
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**5.4 List the ways properties directly receive reservations**

1. Discuss methods used to make direct reservations in the lodging industry [5.4.1](#)
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**5.5 Describe how a reservation is made over the Internet**

1. Explore Internet usage for making lodging reservations [5.5.1](#)

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**5.6 Contrast affiliate and non-affiliate reservations office**

1. Analyze the differences between an affiliate and non-affiliate reservations 5.6.1
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**5.7 List the functions of a Central Reservation Office (CRO)**

1. Discuss the goals of a CRO 5.7.1
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**5.8 Identify information needed for forecasting occupancy rates**

1. Discuss the need for forecasting occupancy rates 5.8.1
- 

**5.9 Calculates percentages of no-shows, walk-in, overstays and understays**

1. Perform calculations to obtain percentages of no-shows, walk-ins, overstays and understays 5.9.1
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**5.10 Describe the need for three-day and ten-day forecasts**

1. Discuss information needed for forecasting length of stays 5.10.1
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**5.11 Identify the functions and purposes of pre-registration**

1. Demonstrate the use of guest registration cards 5.11.1
  2. Illustrate the flow of registration information throughout the lodging property 5.11.2
- 

**5.12 Tell when a room is available for sale and how to communicate room status reports**

1. Discuss the elements of an occupancy report 5.12.1
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**5.13 List and interpret rate schedules and special room rates**

1. Examine different rates and schedules assigned to rooms 5.13.1
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**5.14 Describe procedures used when turning guests away and referring guests to another hotel**

1. Discuss the correct procedure used in referring guests to other lodging 5.14.1
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**5.15 Describe complete registration procedures**

1. Show various forms of payment accepted 5.15.1
  2. Demonstrate property policies on issuing room keys 5.15.2
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**5.16 Identify features of the guest accounting module of the computer system**

1. Classify individual, master, non-guest, employee, central, semi-permanent, and permanent folios 5.16.1
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**Settlement & the Front Office Audit****6.1 Define terminology**

1. Prepare a list of terms with definitions 6.1.1

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## **6.2 Describe the check-out procedure**

1. Discuss a guest history file [6.2.1](#)
2. Complete a list of departure procedures [6.2.2](#)

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## **6.3 Discuss procedures for settling accounts**

1. Examine procedures for credit card settlements and direct billing [6.3.1](#)

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## **6.4 Describe check-out options**

1. Relate why hotels charge late check-out fees [6.4.1](#)
2. Relate how to use express check-out fees [6.4.2](#)

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## **6.5 List steps involved in internal control**

1. Analyze factors involved in performing internal control [6.5.1](#)

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## **6.6 Describe procedures used in establishing cash banks**

1. Examine procedure involved in establishing cash banks [6.6.1](#)

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## **6.7 Tell why hotels audit financial records**

1. Explain the need for an audit of a hotel's financial records [6.7.1](#)

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## **6.8 Tabulate occupancy ratios**

1. Perform steps used in tabulating occupancy ratios [6.8.1](#)

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## **6.9 Describe rooms division budget report**

1. Discuss the need for devising a rooms division budget report [6.9.1](#)

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## **6.10 Identify the functions of the front office audit**

1. List function used in a front office audit [6.10.1](#)

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## **6.11 Examine room status discrepancies**

1. Explain the need for verification of room discrepancies [6.11.1](#)

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## **6.12 Identify no-show reservations**

1. Explain methods used in identifying no-show reservations [6.12.1](#)

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## **6.13 Describe how to post room rates and taxes**

1. Demonstrate how to prepare required reports [6.13.1](#)
  2. Relate how to prepare a cash deposit [6.13.2](#)
  3. Relate how to back up the system [6.13.3](#)
  4. Discuss the need to distribute reports [6.13.4](#)
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**7.1 Define terminology**

1. Prepare a list of terms with definitions 7.1.1
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**7.2 Identify typical cleaning responsibilities for the housekeeping department**

1. Discuss the importance of employees to practice cleanliness habits and be attentive to appearance in lodging facilities 7.2.1
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**7.3 Show the inventory list of work to be performed**

1. Create inventory list 7.3.1
- 

**7.4 Describe a frequency schedule**

1. Discuss the need for a frequency schedule 7.4.1
- 

**7.5 Describe the need to implement productivity standards**

1. Discuss the main objective in implementing productivity standards 7.5.1
- 

**7.6 Describe the difference between fixed and variable staff positions**

1. Complete staffing guide for room attendants 7.6.1
  2. Complete staffing guide for other housekeeping positions 7.6.2
  3. Complete staffing guide for other positions 7.6.3
- 

**7.7 Identify alternative scheduling techniques**

1. Distinguish the differences between part-time and flexible hours 7.7.1
- 

**7.8 Describe how the carpet's face affects its durability**

1. Discuss the need for the various carpet density 7.8.1
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**7.9 Identify the types of primary backing**

1. Discuss the various types of carpet backing 7.9.1
- 

**7.10 Describe potential carpet problems and how they may be corrected**

1. Examine cleaning remedies for carpets 7.10.1
- 

**7.11 Describe how routine inspections are part of a carpet and floor care program**

1. Relate how preventative and routine maintenance prolong the life of carpets 7.11.1
- 

**7.12 Identify proper vacuuming**

1. Discuss when to use dry cleaning powder 7.12.1
  2. Discuss when to use dry foam cleaning 7.12.2
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**7.13 Describe use of rotary shampoo equipment**

1. Discuss the cleaning procedure followed when cleaning carpet 7.13.1

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#### **7.14 Describe water extraction techniques**

1. Discuss the need for water extraction techniques when cleaning carpets [7.14.1](#)
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### **Housekeeping Management, Part 2**

#### **8.1 Define terminology**

1. Prepare a list of terms with definitions [8.1.1](#)
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#### **8.2 Identify the difference between recycled and non-recycled inventory**

1. Differentiate between recycled and non-recycled inventory [8.2.1](#)
- 

#### **8.3 Show how inventory is calculated**

1. Calculate an inventory record [8.3.1](#)
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#### **8.4 Describe inventory levels for cleaning supplies**

1. Explain the need for varying levels of cleaning supplies [8.4.1](#)
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#### **8.5 Identify types of linens**

1. Apply establishing par levels for linens [8.5.1](#)
- 

#### **8.6 Describe procedures for effective inventory control of linens**

1. Complete a physical inventory of linens [8.6.1](#)
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#### **8.7 Describe the purchasing responsibilities of the executive housekeeper**

1. Design and explain the parts of a purchase order [8.7.1](#)
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#### **8.8 Identify factors to consider when determining size of annual linen purchases**

1. Examine the quality of linens and their long-term costs [8.8.1](#)
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#### **8.9 Examine linen purchases as they are received**

1. Discuss the need for perpetual inventories [8.9.1](#)
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#### **8.10 Identify guestroom cleaning supplies**

1. Illustrate the complete stocking of a cart [8.10.1](#)
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#### **8.11 Show a room status report**

1. Complete a room assignment sheet [8.11.1](#)
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#### **8.12 Identify cleaning procedures**

1. Demonstrate cleaning tasks [8.12.1](#)
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#### **8.13 Describe why guestrooms are inspected**

1. Illustrate a room inspection report [8.13.1](#)
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**8.14 Describe the characteristics of various fabrics used in the lodging industry**

1. Classify fabrics into various categories [8.14.1](#)
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**8.15 Describe the flow of the laundry cycle**

1. Illustrate the flow of laundry through On-Premises Laundry (OPL) [8.15.1](#)
- 

**8.16 Identify the importance of water as a chemical**

1. Examine types of detergents and bleaches and their composition [8.16.1](#)
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**8.17 Describe the washing machines used by hotels**

1. Discuss the capabilities needed in the washers used at hotels [8.17.1](#)
- 

**8.18 Identify types of drying machines used in hotels**

1. Research OSHA regulations on the Internet [8.18.1](#)
- 

**8.19 Describe how steam cabinets and tunnels work**

1. List pros and cons of steam cabinets [8.19.1](#)
- 

**8.20 Define functions of flatworks, irons, and pressing machines**

1. Discuss efficient use of flatworks, irons, and pressing machines [8.20.1](#)
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**8.21 Describe how rolling and holding equipment is used for handling linen**

1. Explain guidelines of equipment usage [8.21.1](#)
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**Careers in Lodging  
Management****9.1 Define terminology**

1. Prepare a list of terms with definitions [9.1.1](#)
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**9.2 List skill and managerial level positions in the lodging industry on charts**

1. Discuss educational requirements for various skills and managerial level positions in the lodging industry [9.2.1](#)
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**9.3 List the career opportunities available for the lodging and food service industry**

1. Research the Internet to locate examples of career opportunities in the lodging and food service industry [9.3.1](#)
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**9.4 List career opportunities available with clubs, airlines, cruise lines and travel agencies**

1. Discuss availability of jobs with clubs, airlines, cruise lines and travel agencies [9.4.1](#)

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## **9.5 Identify a career ladder for the lodging industry**

1. Complete an application and a letter of application [9.5.1](#)
2. Complete a resume [9.5.2](#)
3. Complete a mock interview [9.5.3](#)
4. Compile a career portfolio [9.5.4](#)