

Tourism and Hospitality Management Duty/Task List

This program follows curriculum developed by the American Hotel & Lodging Association and aligns to national skill standards set by the National Association for School Administrators of Family and Consumer Sciences (NASAFACS)				Pennsylvania Academic Standards				NOCTI Alignment Test # 3080	
Duty Area and Task #	Content Areas, Course Titles and Task Statements	ECTS Course Number	National Skill Standards--NASAFACS	PA Common Core Math	PA Core Reading in Science and Technical Subjects	PA Core Writing in Science and Technical Subjects	Career Education & Work	Written Test	Performance Test
00 - FUNDAMENTALS OF HOSPITALITY MANAGEMENT									
A	INTRODUCTION TO HOSPITALITY ORGANIZATION/SERVICE	THM201				Frequent short essays in workbook or writing journal			
A001	Create an organization chart	THM201	10.1.1				13.2.11E	X	
A002	Classify functional areas by revenue and support centers	THM201	10.4.8		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E	X	
A003	Explain function of all departments in the hotel	THM201	10.4.6		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E	X	
A004	Identify the element of good service	THM201	10.3.1		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E	X	
A005	Distinguish between marketing tangible products and intangible products	THM201	10.4.8		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E	X	
A006	Explain how the nature of products is different from the nature of service	THM201	10.3.1		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E		
A007	Involvement of customers in service	THM201	10.3.4		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E	X	
A008	Distinguishing between controlling inventory and controlling demand	THM201	10.4.8		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E	X	
A009	Explain the importance of strategic planning, missions and objectives	THM201	10.4.8		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E		
A010	Define moment of truth	THM201	10.3.2		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E		
A011	Manage demand at hospitality properties	THM201	10.4.8		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E	X	
A012	Describe the strategies used for managing supplies	THM201	10.4.5		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E	X	
A013	Control payroll expenses	THM201	10.4.2	CC.2.4.HS.B.2	CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E	X	
A014	Target a market segment	THM201	10.4.8		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E	X	
B	HOTEL SAFETY & SECURITY	THM202							
B001	Workplace Safety	THM202	10.2.1		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E	X	
B002	Chemicals and OSHA	THM202	10.2.2		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E	X	
B003	Front Office Security	THM202	10.2.5		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E	X	
B004	Housekeeping Security	THM202	10.2.5		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E	X	
B005	Emergency Response	THM202	10.2.3		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E	X	
C	THE GUEST CYCLE	THM203							
C001	The four stages of the guest cycle	THM203	10.3.1		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E		
C002	The guest folio	THM203	10.3.1		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E	X	
C003	House limit	THM203	10.3.1	CC.2.4.HS.B.2	CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E	X	
C004	Guest history file	THM203	10.4.2		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E	X	
C005	Late charges	THM203	10.4.2	CC.2.4.HS.B.2	CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E	X	
C006	Transaction file	THM203	10.4.2	CC.2.4.HS.B.2	CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E	X	

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Duty Area and Task #	Content Areas, Course Titles and Task Statements	ECTS Course Number	National Skill Standards--NASAFACS	PA Common Core Math	PA Core Reading in Science and Technical Subjects	PA Core Writing in Science and Technical Subjects	Career Education & Work	Written Test	Performance Test
C007	Information directory	THM203	10.4.2		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
C008	Reader board	THM203	10.4.2		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
C009	Group resume	THM203	10.4.2		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
C010	Split folios	THM203	10.4.2	CC.2.4.HS.B.2	CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
C011	Types of complaints	THM203	10.3.3		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
C012	Identifying complaints	THM203	10.3.3		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
C013	Following procedures for complaints	THM203	10.3.3		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
D	CAREERS AND REVIEW	THM204							
D001	Identify reasons for choosing a hospitality career	THM204	10.1.2			CC.3.6.11-12.I	13.1.11C		
D002	List skill levels needed for working in the hospitality industry	THM204	10.1.1		CC.3.5.11-12.J	CC.3.6.11-12.I	13.1.11C	X	
D003	List career opportunities in the hospitality industry	THM204	10.1.2		CC.3.5.11-12.J	CC.3.6.11-12.I	13.1.11C	X	
D004	Create a career ladder	THM204	10.1.1		CC.3.5.11-12.E		13.1.11C	X	
D005	Compile and present a portfolio	THM204	10.1.5			CC.3.6.11-12.C	13.1.11C		
E	LEADERSHIP AND MANAGEMENT	THM301							
E001	Describe some of the changes in the hospitality industry that have redefined responsibilities.	THM301	10.1.1		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
E002	Define autocratic, bureaucratic and democratic management.	THM301	10.1.1		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
E003	Explain the challenges managers face today.	THM301	10.1.1		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
E004	Identify power and empowerment.	THM301	10.1.1		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
E005	Distinguish between centralized and decentralized organizations.	THM301	10.1.1		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
E006	Illustrate why a manager's authority must equal a manager's responsibility.	THM301	10.1.1		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
E007	Describe diversity.	THM301	10.1.1		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
E008	Explain the effect of equal opportunity laws and hospitality.	THM301	10.1.1		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
E009	Summarize the Americans with Disabilities Act.	THM301	10.1.1		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
E010	Describe how a guest perceives value.	THM301	10.1.1		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
E011	Describe learned helplessness.	THM301	10.1.1		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E		
E012	Define the moment of truth.	THM301	10.1.1		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E		
EE	COMMUNICATION SKILLS	THM302							
EE01	Myths about communication	THM302	10.3.2		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E		
EE02	Communication within an organization	THM302	10.3.2		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
EE03	Barriers to effective communication	THM302	10.3.2		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
EE04	Formal presentations	THM302	10.3.2			CC.3.6.11-12.F	13.2.11E		
EE05	Controlling the presentation environment	THM302	10.3.2		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E		
EE06	Presentation delivery tips	THM302	10.3.2		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E		
EE07	The four stages of active listening	THM302	10.3.2		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	X
EE08	Active listening techniques	THM302	10.3.2		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	X
EE09	Business writing examples	THM302	10.3.2		CC.3.5.11-12.J	CC.3.6.11-12.D	13.2.11E		
EE10	Using plain English and shorter sentences	THM302	10.3.2		CC.3.5.11-12.J	CC.3.6.11-12.D	13.2.11E		

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EE11	The inverted pyramid	THM302	10.3.2		CC.3.5.11-12.J	CC.3.6.11-12.D	13.2.11E		
EE12	Topic sentences	THM302	10.3.2		CC.3.5.11-12.J	CC.3.6.11-12.D	13.2.11E		
EE13	Memos and emails	THM302	10.3.2		CC.3.5.11-12.J	CC.3.6.11-12.D	13.2.11E	X	
F	TEAM BUILDING	THM303							
F001	Cross functioning teams	THM303	10.3.2		CC.3.5.11-12.J	CC.3.6.11-12.I	13.3.11B		
F002	Continuous improvement teams	THM303	10.3.2		CC.3.5.11-12.J	CC.3.6.11-12.I	13.3.11B		
F003	Task force teams	THM303	10.3.2		CC.3.5.11-12.J	CC.3.6.11-12.I	13.3.11B		
F004	Mission Statements	THM303	10.3.2		CC.3.5.11-12.J	CC.3.6.11-12.I	13.3.11B		
F005	Brainstorming	THM303	10.3.2		CC.3.5.11-12.J		13.3.11B		
F006	Code of Conduct	THM303	10.3.2		CC.3.5.11-12.J	CC.3.6.11-12.I	13.3.11B	X	
F007	Team leader	THM303	10.3.2		CC.3.5.11-12.J	CC.3.6.11-12.I	13.3.11B	X	
F008	Forming, Storming, Norming, Performing and Transforming	THM303	10.3.2		CC.3.5.11-12.J	CC.3.6.11-12.I	13.3.11B		
F009	Rules of individuals, positive and negative	THM303	10.3.2		CC.3.5.11-12.J	CC.3.6.11-12.I	13.3.11B	X	
G	CAREER DEVELOPMENT	THM304							
G001	Strengths and weaknesses	THM304	10.1.1			CC.3.6.11-12.C	13.1.11A		
G002	Interests and values	THM304	10.1.1			CC.3.6.11-12.C	13.1.11A		
G003	Company specific sources	THM304	10.1.2				13.1.11D	X	
G004	Career fairs	THM304	10.1.2				13.1.11A	X	
G005	Corporate presentations	THM304	10.1.2				13.1.11D		
G006	Internships	THM304	10.1.2				13.1.11A	X	
G007	Networking	THM304	10.1.2				13.1.11D	X	
G008	Cover letters and Resumes	THM304	10.1.5		CC.3.5.11-12.J	CC.3.6.11-12.D	13.2.11C		
G009	Preparing for an interview	THM304	10.1.5		CC.3.5.11-12.J		13.2.11C		
G010	Behavior based interviewing	THM304	10.1.5		CC.3.5.11-12.J		13.2.11C		
G011	Interview questions	THM304	10.1.5		CC.3.5.11-12.J		13.2.11C		
G012	Thank you letters	THM304	10.1.5		CC.3.5.11-12.J	CC.3.6.11-12.D	13.2.11C		
G013	Evaluating job offers	THM304	10.1.5		CC.3.5.11-12.J		13.2.11C		
G014	Preparing a portfolio	THM304	10.1.5			CC.3.6.11-12.C	13.2.11C		
G015	Covey's 7 Habits of Highly Effective People	THM304	10.3.2		CC.3.5.11-12.J	CC.3.6.11-12.I	13.3.11A		
	10- FRONT OFFICE								
H	RESERVATIONS	THM211							
H001	Begin guest check-in	THM211	10.4.1		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	X
H002	Establish the payment method during check in	THM211	10.4.1		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
H003	Secure authorization for credit cards	THM211	10.4.1		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
H004	Issue and control guestroom keys	THM211	10.4.1		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
H005	Complete guest check-in	THM211	10.4.1		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
H006	Use effective sales techniques	THM211	10.4.1		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	X
H007	Pre-register and check in group arrivals	THM211	10.4.1		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
H008	Relocate guests in sold out situations	THM211	10.4.1		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	

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H009	Process room changes	THM211	10.4.1		CC.3.5.11-12.H	CC.3.6.11-12.I	13.2.11E	X	
I	REGISTRATION	THM212							
I001	Process safe deposit box transactions for guests	THM212	10.4.1		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
I002	Process guest mail, packages, and faxes	THM212	10.4.1		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
I003	Maintain a guest information directory	THM212	10.4.1		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
I004	Draw simple maps and provide directions	THM212	10.4.1		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
I005	Help guests with special requests	THM212	10.4.1		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
I006	Respond to questions about facilities, services and events	THM212	10.4.1		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	X
I007	Handle guest service problems	THM212	10.4.1		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	X
I008	Cash checks for guests	THM212	10.4.1	CC.2.1.3.B.1	CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
I009	Follow guest privacy and security measures	THM212	10.4.1		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
I010	Process wake-up calls	THM212	10.4.1		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
I011	Help guests make reservations	THM212	10.4.1		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	X
J	CHECKOUT AND SETTLEMENT	THM213							
J001	Process guest check outs at the desk	THM213	10.4.2		CC.3.5.11-12.H	CC.3.6.11-12.I	13.2.11E	X	
J002	Adjust disputed guest charges	THM213	10.4.2	CC.2.1.3.B.1	CC.3.5.11-12.H	CC.3.6.11-12.I	13.2.11E	X	
J003	Transfer allowable guest charges	THM213	10.4.2	CC.2.1.3.B.1	CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
J004	Handle late guest check outs	THM213	10.4.2		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
J005	Process late charges	THM213	10.4.2	CC.2.1.3.B.1	CC.3.5.11-12.H	CC.3.6.11-12.I	13.2.11E	X	
K	FRONT OFFICE AUDIT	THM214							
K001	Verify guest accounts	THM214	10.4.2	CC.2.4.HS.B.2	CC.3.5.11-12.H	CC.3.6.11-12.I	13.2.11E	X	
K002	Balance accounts	THM214	10.4.2	CC.2.4.HS.B.2	CC.3.5.11-12.H	CC.3.6.11-12.I	13.2.11E	X	X
K003	Resolve discrepancies	THM214	10.4.2	CC.2.4.HS.B.2	CC.3.5.11-12.H	CC.3.6.11-12.I	13.2.11E	X	
K004	Review credit transactions	THM214	10.4.2	CC.2.4.HS.B.2	CC.3.5.11-12.H	CC.3.6.11-12.I	13.2.11E	X	
K005	Generate managerial reports	THM214	10.4.2	CC.2.4.HS.B.2	CC.3.5.11-12.H	CC.3.6.11-12.I	13.2.11E	X	
K006	Complete outstanding postings	THM214	10.4.2	CC.2.4.HS.B.2	CC.3.5.11-12.H	CC.3.6.11-12.I	13.2.11E	X	
K007	Verify no-shows	THM214	10.4.2	CC.2.4.HS.B.2	CC.3.5.11-12.H	CC.3.6.11-12.I	13.2.11E	X	
K008	Distribute reports	THM214	10.4.2	CC.2.4.HS.B.2	CC.3.5.11-12.H	CC.3.6.11-12.I	13.2.11E	X	
	20- HOUSEKEEPING								
L	GUESTROOM CLEANING	THM221							
L001	Use a room assignment sheet	THM221	10.4.6		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
L002	Obtain guest amenities for assigned rooms	THM221	10.4.6		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
L003	Obtains cleaning supplies for assigned rooms	THM221	10.4.6		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
L004	Keeps carts and work areas organized	THM221	10.4.6		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
L005	Clean the tub and shower area	THM221	10.4.6		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
L006	Clean the toilet	THM221	10.4.6		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
L007	Clean the sink and vanity	THM221	10.4.6		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
L008	Clean the bathroom floor	THM221	10.4.6		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
L009	Finish cleaning bathroom	THM221	10.4.6		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
L010	Clean the guestroom closet	THM221	10.4.6		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	

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L011	Make the bed	THM221	10.4.6		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
L012	Dust the guestroom	THM221	10.4.6		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
L013	Correct cleaning problems found during inspection	THM221	10.4.6		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
L014	Complete end of shift duties	THM221	10.4.6		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
L015	Set up and remove special guest equipment	THM221	10.4.6		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
L016	Clean multi-purpose guest suites	THM221	10.4.6		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
M	HOUSEKEEPING/INVENTORY	THM223							
M001	Identify typical cleaning responsibilities for the housekeeping department	THM223	10.4.6		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
M002	Create a frequency schedule	THM223	10.4.6		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
M003	Develop performance standards, Implement productivity standards	THM223	10.4.6		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
M004	Distinguish between fixed and variable staff positions	THM223	10.4.6		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
M005	Develop employee work schedules	THM223	10.4.6		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
M006	Respond to fire alarms or smoke alarms	THM223	10.4.6		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
M007	Calculate expected inventories and control cleanup supply inventories	THM223	10.4.6	CC.2.4.HS.B.2	CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
M008	Establish per levels for linen	THM223	10.4.6		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
M009	Take a typical inventory for linens	THM223	10.4.6	CC.2.1.3.B.1	CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
M010	Evaluate the quality of linens and their long term costs	THM223	10.4.6	CC.2.4.HS.B.2	CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
M011	Control linen purchases as they are received	THM223	10.4.6		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
M012	Stocking the room attendant count	THM223	10.4.6		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E	X	
M013	Clean carpeting	THM223	10.4.6		CC.3.5.11-12.J	CC.3.6.11-12.I		X	
	30- THE FOOD SERVICE INDUSTRY								
N	FOOD SERVICE IN THE HOTEL INDUSTRY	THM331							
N001	Mission of the hotel food and beverage division	THM331	10.4.4		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E		
N002	Typical food service positions	THM331	10.4.4		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E		
N003	Calculating standard food costs	THM331	10.4.4	CC.2.4.HS.B.2	CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E		X
N004	Menu styles	THM331	10.4.4		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E		
N005	Menu types	THM331	10.4.4		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E		
N006	Menu planning	THM331	10.4.4		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E		
N007	Menu pricing	THM331	10.4.4	CC.2.1.3.B.1	CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E		X
N008	Set up a Continental Breakfast Buffet Table (NOCTI performance t	THM331	10.4.4		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E		X
O	FOOD SERVICE, ADVANCED	THM332							
O001	Mission of the hotel food and beverage division	THM332	10.4.4		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E		
O002	Typical food service positions	THM332	10.4.4		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E		
O003	Calculating standard food costs	THM332	10.4.4	CC.2.1.3.B.1	CC.3.5.11-12.H	CC.3.6.11-12.I	13.2.11E		
O004	Menu styles	THM332	10.4.4		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E		
P	BEVERAGE SERVICE AND RAMP CERTIFICATION	THM333							
P001	Understanding the law regarding alcohol service	THM333	10.4.4		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E		

Erie County Technical School
Tourism and Hospitality Management Duty/Task List

Duty Area and Task #	Content Areas, Course Titles and Task Statements	ECTS Course Number	National Skill Standards--NASAFACS	PA Common Core Math	PA Core Reading in Science and Technical Subjects	PA Core Writing in Science and Technical Subjects	Career Education & Work	Written Test	Performance Test
P002	Establishing ID checking policies	THM333	10.4.4		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E		
P003	Policies and procedures for dealing with minors	THM333	10.4.4		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E		
P004	How alcohol affects the body	THM333	10.4.4		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E		
P005	Discouraging over-consumption	THM333	10.4.4		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E		
P006	Using traffic light system to monitor	THM333	10.4.4		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E		
P007	Tactful intervention	THM333	10.4.4		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E		
Q	RESTAURANTS, ROOM SERVICE AND CATERING	THM334							
Q001	Casual and theme restaurants	THM334	10.4.4		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E		
Q002	The role of design and décor	THM334	10.4.4		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E		
Q003	Menu considerations	THM334	10.4.4		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E		
Q004	Restaurant service	THM334	10.4.4		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E		
Q005	Table turn rates	THM334	10.4.4		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E		
Q006	Duties of room service staff	THM334	10.4.6		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E		
Q007	Forecasting room service demand	THM334	10.4.6	CC.2.4.HS.B.2	CC.3.5.11-12.H	CC.3.6.11-12.I	13.2.11E		
Q008	Preparing for room service shift	THM334	10.4.6		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E		
R	FOOD SAFETY MANAGEMENT PRINCIPLES	THM336							
	Day 1: Orientation								
R001	Local Requirements- Overview of Erie County Health Department	THM336	10.2.2		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E	X	
R002	Food borne Diseases	THM336	10.2.2		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E	X	
R003	Pre-Test	THM336	10.2.2		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E	X	
R004	Type of Hazards	THM336	10.2.2		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E	X	
R005	Physical Hazards	THM336	10.2.2		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E	X	
R006	Chemical Hazards	THM336	10.2.2		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E	X	
R007	Biological Hazards	THM336	10.2.2		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E	X	
	Day 2: Potentially Hazardous Foods								
R008	Infection vs. Intoxication	THM336	10.2.2		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E	X	

Tourism and Hospitality Management Duty/Task List

Duty Area and Task #	Content Areas, Course Titles and Task Statements	ECTS Course Number	National Skill Standards--NASAFACTS	PA Common Core Math	PA Core Reading in Science and Technical Subjects	PA Core Writing in Science and Technical Subjects	Career Education & Work	Written Test	Performance Test
R009	Types of Pathogen Bacteria	THM336	10.2.2		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E	X	
R010	Viruses	THM336	10.2.2		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E	X	
R011	Parasites	THM336	10.2.2		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E	X	
R012	Fungi	THM336	10.2.2		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E	X	
R013	Naturally Occurring Toxins	THM336	10.2.2		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E	X	
	Day 3: Guest Speaker- Erie County Health Department Representative. Topics- Local Concerns, Inspection Form, Questions & Answers								
R014	Slide Show, Other Visual Aids	THM336	10.2.2		CC.3.5.11-12.J.		13.2.11E	X	
R015	Review of Home Study Assignment: Thermometers	THM336	10.2.2		CC.3.5.11-12.J.		13.2.11E	X	
R016	Day 4: Review and Evaluation of Home Study Assignment, Thermometers								
R017	Receiving	THM336	10.2.2		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E	X	
R018	Storing	THM336	10.2.2		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E	X	
R019	Thawing	THM336	10.2.2		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E	X	
R020	Cooking	THM336	10.2.2		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E	X	
R021	Cooling	THM336	10.2.2		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E	X	
R022	Re-heating	THM336	10.2.2		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E	X	
R023	HACCP	THM336	10.2.2		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E	X	
R024	Hygiene	THM336	10.2.2		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E	X	
R025	Hand Washing	THM336	10.2.2		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E	X	
R026	Cross-Contamination	THM336	10.2.2		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E	X	
	Day 5: Employee Training								

Tourism and Hospitality Management Duty/Task List

Duty Area and Task #	Content Areas, Course Titles and Task Statements	ECTS Course Number	National Skill Standards--NASAFACS	PA Common Core Math	PA CORE Reading in Science and Technical Subjects	PA CORE Writing in Science and Technical Subjects	Career Education & Work	Written Test	Performance Test
R026	New Technology	THM336	10.2.2		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E		
R027	Review for Final Exam	THM336	10.2.2		CC.3.5.11-12.H		13.2.11E		
R028	Administration of Final Exam	THM336	10.2.2		CC.3.5.11-12.H		13.2.11E		
40 - SALES AND MARKETING									
S	MARKETING & EMPLOYEE SALES ROLES	THM341							
S001	Describe the difference between Sales and Marketing	THM341	10.4.8		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E		
S002	Describe and explain the four P's in of Marketing	THM341	10.4.8		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E		
S003	Explain how to promote the product	THM341	10.4.8		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E		
S004	Identify the lodging need of individual business travelers	THM341	10.4.8		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E		
S005	Describe corporate groups, convention, leisure, etc.	THM341	10.4.8		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E		
S006	List the types of sales meeting.	THM341	10.4.8		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E		
S007	Describe Computer applications commonly used	THM341	10.4.8		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E		
S008	Explain how to motivate employees to sell	THM341	10.4.8		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E		
S009	Explain why relationship selling is important	THM341	10.4.8		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E		
S010	Handling complaints	THM341	10.4.8		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E		
S011	Describe different method of selling	THM341	10.4.8		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E		
S012	Complete a Banquet Event Order Contract Form (NOCTI performance task)	THM341	10.4.8		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E		X
S013	Identify effective telephone etiquette	THM341	10.4.8		CC.3.5.11-12.J	CC.3.6.11-12.I	13.2.11E		
T	MEETING ROOM SALES	THM344							
T001	need to add tasks to this course	THM344	10.4.8				13.2.11E		
T002	need to add tasks to this course	THM344	10.4.8				13.2.11E		
T003	need to add tasks to this course	THM344	10.4.8				13.2.11E		
T004	need to add tasks to this course	THM344	10.4.8				13.2.11E		
T005	need to add tasks to this course	THM344	10.4.8				13.2.11E		

Tourism and Hospitality Management Duty/Task List

Duty Area and Task #	Content Areas, Course Titles and Task Statements	ECTS Course Number	National Skill Standards--NASAFACS	PA Common Core Math	PA Core Reading in Science and Technical Subjects	PA Core Writing in Science and Technical Subjects	Career Education & Work	Written Test	Performance Test
T006	need to add tasks to this course	THM344	10.4.8				13.2.11E		
T007	need to add tasks to this course	THM344	10.4.8				13.2.11E		
T008	need to add tasks to this course	THM344	10.4.8				13.2.11E		
T009	need to add tasks to this course	THM344	10.4.8				13.2.11E		
U	ADVERTISING & PUBLIC RELATIONS	THM346							
U001	Advantages and disadvantages of newspaper, magazine, radio, television, DVD advertising.	THM346	10.4.8		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E		
U002	Direct mailing	THM346	10.4.8		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E		
U003	Outdoor advertising	THM346	10.4.8		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E		
U004	Collateral marketing materials	THM346	10.4.8		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E		
U005	Alternative media advertising options	THM346	10.4.8		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E		
U006	Calculating the cost effectiveness of advertising	THM346	10.4.8	CC.2.4.HS.B.2	CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E		
U007	Effect on budget of advertising	THM346	10.4.8	CC.2.4.HS.B.2	CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E		
U008	Public relations and publicity leading to favorable property coverage	THM346	10.4.8		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E		
V	THE MARKETING PLAN	THM347							
V001	Describe the manager's role in hiring sales-oriented employees.	THM347	10.4.8		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E		
V002	Describe and explain the differences between suggestive selling and cross-selling.	THM347	10.4.8		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E		
V003	Explain departmental selling.	THM347	10.4.8		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E		
V004	Explain the importance of telephone etiquette.	THM347	10.4.8		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E		
V005	Use effective telephone communication skills.	THM347	10.4.8		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E		
V006	Identify the basic responsibilities of the catering department.	THM347	10.4.8		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E		
V007	Describe the duties of the catering manager	THM347	10.4.8		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E		
V008	Explain the responsibilities of catering salespeople.	THM347	10.4.8		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E		
V009	Explain the benefits of a long-range marketing plan.	THM347	10.4.8		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E		

Tourism and Hospitality Management Duty/Task List

Duty Area and Task #	Content Areas, Course Titles and Task Statements	ECTS Course Number	National Skill Standards--NASAFACS	PA Common Core Math	PA CORE Reading in Science and Technical Subjects	PA CORE Writing in Science and Technical Subjects	Career Education & Work	Written Test	Performance Test
V010	Identify the components of a marketing plan	THM347	10.4.8		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E		
V011	Write a marketing objective.	THM347	10.4.8		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E		
V012	Identify the components of an action plan.	THM347	10.4.8		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E		
V013	Determine the budget for the action plan.	THM347	10.4.8	CC.2.4.HS.B.2	CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E		
V014	Describe the importance of evaluating marketing plans.	THM347	10.4.8		CC.3.5.11-12.J.	CC.3.6.11-12.I	13.2.11E		
50 - FIELD EXPERIENCES									
W	BACK OF THE HOUSE INTERNSHIP (UNDER INSTRUCTOR SUPERVISION)	THM251/253							
W001	Housekeeping Duties	THM251/253	10.1.3				13.2.11E		
W002	Kitchen Duties	THM251/253	10.1.3				13.2.11E		
W003	Laundry Duties	THM251/253	10.1.3				13.2.11E		
W004	Banquet Setup	THM251/253	10.1.3				13.2.11E		X
X	FRONT OF THE HOUSE INTERNSHIP (UNDER INSTRUCTOR SUPERVISION)	THM252/254							
X001	Front Desk Work	THM252/254	10.1.3				13.2.11E		
X002	Food and Beverage Work	THM252/254	10.1.3				13.2.11E		
X003	Supervisory Tasks	THM252/254	10.1.3				13.2.11E		
Y	BACK OF THE HOUSE INTERNSHIP (UNDER INSTRUCTOR SUPERVISION)	THM351/353							
Y001	Housekeeping Duties	THM351/353	10.1.3				13.2.11E		
Y002	Kitchen Duties	THM351/353	10.1.3				13.2.11E		
Y003	Laundry Duties	THM351/353	10.1.3				13.2.11E		
Y004	Banquet Setup	THM351/353	10.1.3				13.2.11E		X
Z	FRONT OF THE HOUSE INTERNSHIP (UNDER INSTRUCTOR SUPERVISION)	THM352/354							
Z001	Front Desk Work	THM352/354	10.1.3				13.2.11E		
Z002	Food and Beverage Work	THM352/354	10.1.3				13.2.11E		
Z003	Supervisory Tasks	THM352/354	10.1.3				13.2.11E		