







Unit/Standard Number	 <p style="text-align: center;"><b>ECTS Tourism &amp; Hospitality Management Program</b>  <b>CIP 52.1905</b>  <b>Task Grid</b>  <b>Proficiency Level Achieved:</b>  <b>(X) Indicates Competency Achieved to Industry Proficiency Level</b></p>	<b>Proficiency Level Achieved:</b> <b>(X) Indicates Competency Achieved to Industry Proficiency Level</b>
<b>100</b>	<b>CUSTOMER SERVICE</b>	
101	Provide HEAT services	
102	Process guest calls	
103	Inform guests of local attractions	
104	Coordinate guest requests	
105	Handle guest complaints	
106	Complete workplace incident report	
107	Transport guests off-site	
108	Complete daily customer service checklist	
109	Document work issues between shifts	
110	Prepare executive summary report (e.g., banquet report)	
<b>200</b>	<b>SAFETY</b>	
201	Participate in safety training (e.g., RAMP, TIPS)	
202	Investigate unusual noises and odors	
203	Monitor premises for safety	
204	Assess guest behavior	
205	Move heavy objects	
206	Complete accident report	
207	Utilize SDS	
208	Analyze chemical usage (e.g., stain treatments)	
209	Maintain chemical storage	
210	Formulate evacuation plan	
211	Inspect transportation shuttle	
<b>300</b>	<b>SALES</b>	
301	Assess market with yield management	
302	Research local markets	
303	Generate leads for sales (e.g., using the Internet)	
304	Procure business opportunities	
305	Research product options	
306	Up-sell amenities (e.g., upgrades, packages)	

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307	Utilize sales software programs (e.g., Sales Pro)	
308	Conduct a SWOT analysis	
309	Establish guest needs	
310	Interpret booking displacements	
311	Analyze STAR report	
312	Respond to RFPs	
313	Identify e-marketing resources	
314	Monitor website for sales (e.g., Lead Lander)	
315	Research client companies	
316	Set up Internet sales page (e.g., Facebook)	
317	Offer alternative options	
318	Close client sale	
319	Consult with client post-sale	
<b>400</b>	<b>RESERVATIONS</b>	
401	Monitor room inventory	
402	Determine reservation needs with client	
403	Negotiate room rates	
404	Enter guest information into computer system (e.g., address, form of payment)	
405	Prepare for guest arrival	
<b>500</b>	<b>FRONT DESK OPERATIONS</b>	
501	Welcome guests to property	
502	Provide property information	
503	Sell room reservations	
504	Check guests into hotel	
505	Establish guest needs	
506	Notify departments of problems and concerns	
507	Check guests out of hotel	
508	Process cash payment for services and products	
509	Process credit card payments	
510	Reconcile a cash drawer	
511	Complete front desk job task lists	

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512	Audit financial activity (e.g., shift or day)	
<b>600</b>	<b>FOOD AND BEVERAGE SERVICE</b>	
601	Design service theme	
602	Clean chaffers	
603	Examine glassware for defects	
604	Organize sugar caddies	
605	Inventory napkins by color for placement	
606	Arrange place settings	
607	Execute order of buffet table	
608	Calculate entrée placement by seating assignment	
609	Serve food to guests	
610	Implement food service safety	
611	Correct food service defects	
612	Wash table ware	
613	Record guest comments	
614	Verify dining room cleanup	
<b>700</b>	<b>BANQUET EVENTS</b>	
701	Develop a BEO	
702	Implement function theme	
703	Assist client with design of table layout (e.g., guests, head table)	
704	Assist client with design of lighting (e.g., up- lighting, icicle lighting)	
705	Implement linen styles and colors	
706	Implement menu choices	
707	Implement type of place settings	
708	Schedule floral deliveries	
709	Set up tables	
710	Elevate tables on risers	
711	Set up chairs	
712	Place chair covers/sashes	
713	Fold cloth napkins (e.g., crown fold, tri-fold, straight)	
714	Layout event place settings	

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715	Place event favors	
716	Prepare cake table	
717	Set up floral arrangements	
718	Operate a cash bar	
719	Operate an open bar	
720	Operate a closed bar	
721	Cut cakes for service	
722	Deliver gifts and card box to family	
723	Disassemble banquet area	
724	Return soiled linens to laundry department	
725	Clean banquet area	
726	Perform final inspection of banquet area	
727	Present bar bill to payee	
728	Process banquet service questionnaire	
<b>800</b>	<b>HOUSEKEEPING</b>	
801	Clean guestrooms	
802	Clean public spaces	
803	Clean function spaces	
804	Establish consistent sequence of tasks	
805	Select products for cleaning tasks	
806	Fulfill guest requests	
807	Manage housekeeping task times	
808	Check staff work quality	
809	Conduct performance evaluations	
810	Develop staffing schedule	
811	Forecast hotel occupancy	
812	Determine staffing needs	
813	Complete inventory (e.g., supplies, linens, food)	
814	Interview staff members	
815	Hire staff members	
816	Conduct corrective counseling of staff members	
817	Perform landscaping tasks (e.g., front entry area)	

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818	Make general repairs to furniture and equipment	
<b>900</b>	<b>LAUNDRY</b>	
901	Sort soiled linens	
902	Treat stained linens	
903	Load laundry machines	
903-a	Unload laundry machines	
904	Fold laundered linens	
905	Store laundered linens	
906	Distribute clean linens	
907	Log discarded linens	
908	Maintain par level for laundry department	
<b>1000</b>	<b>ADMINISTRATIVE TASKS</b>	
1001	Coordinate departmental operations	
1002	Control departmental purchases	
1003	Develop annual budgets	
1004	Adhere to budget constraints	
1005	Establish team building activities	
1006	Regulate turnover levels	
1007	Process employee payroll	
1008	Approve outstanding invoices	
1009	Administer direct bill accounts	
1010	Process profit and loss statements	
1011	Analyze profit and loss statements	
1012	Prepare bank deposits	
<b>1100</b>	<b>GAMING</b>	
1101	Participate in audition for dealers	
1102	Participate in audition for table games	
1103	Participate in dealers' school	
1104	Complete Training as slot technician	
1105	Monitor workplace security	

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1106	Conduct workplace surveillance	
1107	Report workplace citations	
1108	Conduct background checks (e.g., criminal history clearances)	
1109	Obtain gaming license	
1110	Prevent admission of excluded persons (e.g., minors, suspended gamblers)	