

School THM			
Task Code	Task Name	Alignments	Performance
THM100 - CUSTOMER SERVICE			
THM101	Provide HEAT services	School Only	
THM102	Process guest calls	School Only	
THM103	Inform guests of local attractions	School Only	
THM104	Coordinate guest requests	School Only	
THM105	Handle guest complaints	School Only	
THM106	Complete workplace incident report	School Only	
THM107	Transport guests off-site	School Only	
THM108	Complete daily customer service checklist	School Only	
THM109	Document work issues between shifts	School Only	
THM110	Prepare executive summary report (e.g., banquet report)	School Only	
THM200 - SAFETY			
THM201	Participate in safety training (e.g., RAMP, TIPS)	School Only	
THM202	Investigate unusual noises and odors	School Only	
THM203	Monitor premises for safety	School Only	
THM204	Assess guest behavior	School Only	
THM205	Move heavy objects	School Only	
THM206	Complete accident report	School Only	
THM207	Utilize SDS	School Only	
THM208	Analyze chemical usage (e.g., stain treatments)	School Only	
THM209	Maintain chemical storage	School Only	
THM210	Formulate evacuation plan	School Only	
THM211	Inspect transportation shuttle	School Only	
THM300 - SALES			
THM301	Assess market with yield management	School Only	

THM302	Research local markets	School Only	
THM303	Generate leads for sales (e.g., using the Internet)	School Only	
THM304	Procure business opportunities	School Only	
THM305	Research product options	School Only	
THM306	Up-sell amenities (e.g., upgrades, packages)	School Only	
THM307	Utilize sales software programs (e.g., Sales Pro)	School Only	
THM308	Conduct a SWOT analysis	School Only	
THM309	Establish guest needs	School Only	
THM310	Interpret booking displacements	School Only	
THM311	Analyze STAR report	School Only	
THM312	Respond to RFPs	School Only	
THM313	Identify e-marketing resources	School Only	
THM314	Monitor website for sales (e.g., Lead Lander)	School Only	
THM315	Research client companies	School Only	
THM316	Set up Internet sales page (e.g., Facebook)	School Only	
THM317	Offer alternative options	School Only	
THM318	Close client sale	School Only	
THM319	Consult with client post-sale	School Only	
THM400 - RESERVATIONS			
THM401	Monitor room inventory	School Only	
THM402	Determine reservation needs with client	School Only	
THM403	Negotiate room rates	School Only	
THM404	Enter guest information into computer system (e.g., address, form of payment)	School Only	
THM405	Prepare for guest arrival	School Only	
THM500 - FRONT DESK OPERATIONS			
THM501	Welcome guests to property	School Only	
THM502	Provide property information	School Only	
THM503	Sell room reservations	School Only	
THM504	Check guests into hotel	School Only	
THM505	Establish guest needs	School Only	
THM506	Notify departments of problems and concerns	School Only	
THM507	Check guests out of hotel	School Only	

THM508	Process cash payment for services and products	School Only	
THM509	Process credit card payments	School Only	
THM510	Reconcile a cash drawer	School Only	
THM511	Complete front desk job task lists	School Only	
THM512	Audit financial activity (e.g., shift or day)	School Only	
THM600 - FOOD AND BEVERAGE SERVICE			
THM601	Design service theme	School Only	
THM602	Clean chaffers	School Only	
THM603	Examine glassware for defects	School Only	
THM604	Organize sugar caddies	School Only	
THM605	Inventory napkins by color for placement	School Only	
THM606	Arrange place settings	School Only	
THM607	Execute order of buffet table	School Only	
THM608	Calculate entrance placement by seating assignment	School Only	
THM609	Serve food to guests	School Only	
THM610	Implement food service safety	School Only	
THM611	Correct food service defects	School Only	
THM612	Wash table ware	School Only	
THM613	Record guest comments	School Only	
THM614	Verify dining room cleanup	School Only	
THM700 - BANQUET EVENTS			
THM701	Develop a BEO	School Only	
THM702	Implement function theme	School Only	
THM703	Assist client with design of table layout (e.g., guests, head table)	School Only	
THM704	Assist client with design of lighting (e.g., up- lighting, icicle lighting)	School Only	
THM705	Implement linen styles and colors	School Only	
THM706	Implement menu choices	School Only	
THM707	Implement type of place settings	School Only	
THM708	Schedule floral deliveries	School Only	
THM709	Set up tables	School Only	
THM710	Elevate tables on risers	School Only	

THM711	Set up chairs	School Only	
THM712	Place chair covers/sashes	School Only	
THM713	Fold cloth napkins (e.g., crown fold, tri-fold, straight)	School Only	
THM714	Layout event place settings	School Only	
THM715	Place event favors	School Only	
THM716	Prepare cake table	School Only	
THM717	Set up floral arrangements	School Only	
THM718	Operate a cash bar	School Only	
THM719	Operate an open bar	School Only	
THM720	Operate a closed bar	School Only	
THM721	Cut cakes for service	School Only	
THM722	Deliver gifts and card box to family	School Only	
THM723	Disassemble banquet area	School Only	
THM724	Return soiled linens to laundry department	School Only	
THM725	Clean banquet area	School Only	
THM726	Perform final inspection of banquet area	School Only	
THM727	Present bar bill to payee	School Only	
THM728	Process banquet service questionnaire	School Only	
THM800 - HOUSEKEEPING			
THM801	Clean guestrooms	School Only	
THM802	Clean public spaces	School Only	
THM803	Clean function spaces	School Only	
THM804	Establish consistent sequence of tasks	School Only	
THM805	Select products for cleaning tasks	School Only	
THM806	Fulfill guest requests	School Only	
THM807	Manage housekeeping task times	School Only	
THM808	Check staff work quality	School Only	
THM809	Conduct performance evaluations	School Only	
THM810	Develop staffing schedule	School Only	
THM811	Forecast hotel occupancy	School Only	
THM812	Determine staffing needs	School Only	
THM813	Complete inventory (e.g., supplies, linens, food)	School Only	

THM814	Interview staff members	School Only	
THM815	Hire staff members	School Only	
THM816	Conduct corrective counseling of staff members	School Only	
THM817	Perform landscaping tasks (e.g., front entry area)	School Only	
THM818	Make general repairs to furniture and equipment	School Only	
THM900 - LAUNDRY			
THM901	Sort soiled linens	School Only	
THM902	Treat stained linens	School Only	
THM903	Load laundry machines	School Only	
THM903-a	Unload laundry machines	School Only	
THM904	Fold laundered linens	School Only	
THM905	Store laundered linens	School Only	
THM906	Distribute clean linens	School Only	
THM907	Log discarded linens	School Only	
THM908	Maintain par level for laundry department	School Only	
THM1000 - ADMINISTRATIVE TASKS			
THM1001	Coordinate departmental operations	School Only	
THM1002	Control departmental purchases	School Only	
THM1003	Develop annual budgets	School Only	
THM1004	Adhere to budget constraints	School Only	
THM1005	Establish team building activities	School Only	
THM1006	Regulate turnover levels	School Only	
THM1007	Process employee payroll	School Only	
THM1008	Approve outstanding invoices	School Only	
THM1009	Administer direct bill accounts	School Only	
THM1010	Process profit and loss statements	School Only	
THM1011	Analyze profit and loss statements	School Only	
THM1012	Prepare bank deposits	School Only	
THM1100 - GAMING			
THM1101	Participate in audition for dealers	School Only	
THM1102	Participate in audition for table games	School Only	
THM1103	Participate in dealers' school	School Only	

THM1104	Complete Training as slot technician	School Only	
THM1105	Monitor workplace security	School Only	
THM1106	Conduct workplace surveillance	School Only	
THM1107	Report workplace citations	School Only	
THM1108	Conduct background checks (e.g., criminal history clearances)	School Only	
THM1109	Obtain gaming license	School Only	
THM1110	Prevent admission of excluded persons (e.g., minors, suspended gamblers)	School Only	