

2010/2011 Lodging I

PTL401 - 36 weeks

DoDEA Course Description and Competencies

About the Program

Lodging I prepares students for careers in the Hospitality and Tourism industry. The course sequence focuses on duties and tasks performed by professionals in Lodging Management as well as pre-employment and employment skills.

Major Concepts/Content: The Lodging courses will teach management skills required for a career in the hotel and lodging industry. Content includes instruction in business management, finance, accounting, human resources, customer relations, marketing, public speaking, and technology. Students have the opportunity to acquire professional credentials such as the national professional certification exam that will qualify them for the Certified Rooms Division Specialist (CRDS) designation and/or Entry Level endorsement in lodging and food service. Students must complete all four semesters of the program to take the professional certification exam.

Major Instructional Activities: Instructional activities will be provided in a general classroom setting and field environments such as: hotels, BOQ, VOQ and/or billets. The students will work individually, with partners and in groups.

Major Evaluative Techniques: Student will be evaluated on their participation in class activities, homework assignments/projects and their progress at intern site.

The table below is a competency list for the Lodging I course. The competencies are considered essential and are required of all students.

PTL401 36 weeks	Lodging I TASKS/COMPETENCIES
Implementing DoDEA's CTE Course Requirements	
• 001	Demonstrate DoDEA's Workplace Readiness Skills in course activities.
• 002	Identify issues related to this field of study that affect the environment and impact local and global communities.
• 003	Identify Internet safety issues and procedures for complying with acceptable use standards.
Organization and Structure	
• 004	Identify types and classes of lodging properties.
• 005	Group lodging properties based on their purpose, location and guests served.
• 006	Identify the differences in levels of service provided by each class of lodging property.
• 007	Explain lodging property ownership and affiliation differences.
• 008	Create an organization chart for a lodging property.
• 009	Classify functional areas of a lodging property by revenue or support centers and by front-of-the-house and the back-of-the-house.
• 010	Explain the functions of each division and department at a lodging property.
Guest Service Levels	
• 011	Identify the elements of good guest service.
• 012	Distinguish between marketing tangible products and intangible products to guests.

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• 013	Describe the involvement of customers in service.
• 014	Describe the concerns of maintaining quality control in relation to guest services.
• 015	Distinguish between controlling inventory and controlling guest demand.
• 016	Analyze time distribution channels in service.
• 017	Explain the role of strategic planning in guest service.
• 018	Explain the importance of a mission statement.
• 019	Define moments of truth in guest services.
• 020	Set guest services standards for a lodging property.
• 021	Define SWOT elements and list examples of each.
• 022	Explain how to manage demand.
• 023	Classify guests into market segments.
Careers in Lodging Management Program	
• 024	Identify entry, skilled and managerial level positions in the lodging industry.
• 025	Explore the career ladder.
• 026	List the career opportunities and training/education available in hospitality, including the lodging and food service industries, clubs, airlines, cruise lines and travel agencies.
Front Office Responsibilities	
• 027	Outline the stages in the guest cycle.
• 028	Examine the importance of protecting a guest's right to privacy.
• 029	Explain the importance of good communication skills in front office positions.
• 030	Create a split folio and master folio.
• 031	List types of equipment and supplies loaned to guests and identify property policies for those items.
• 032	Demonstrate proper handling of guest mail and packages.
• 033	Identify special needs guests and explain roles and responsibilities of the staff.
• 034	Categorize the types of guest complaints and create a priority list.
• 035	Identify and create policies on how to handle guest complaints.
• 036	Develop a follow-up checklist for guest complaints.
• 037	Evaluate the role of the front office employees in security.
• 038	Define and explain types of keys used and key control measures taken to protect guests.
• 039	Outline locking systems and their role in protecting guests.
• 040	Distinguish which emergency procedure should be utilized in a given scenario.
• 041	Write a procedure for preventing employee theft.
• 042	Create a plan for front desk surveillance, access control, protecting hotel funds and limiting liability of safe deposit boxes.
• 043	Describe lost and found procedures and timelines.
Telecommunications	
• 044	Explain the types of guest calls and cost of each type of call.
• 045	Outline the functions of a PBX and the call accounting systems.
• 046	Demonstrate how a HOBIC works.
• 047	Review telecommunications equipment and system features.

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• 048	Review guest phone options and TDD technology.
• 049	Write a phone message to a guest appropriately.
Guest Reservation Objectives	
• 050	Define various types of reservations and reservation networks/offices.
• 051	Identify how accommodations for a guest with special needs comply with the American with Disabilities Act.
• 052	List the factors of a binding agreement between the lodging property and a potential guest.
• 053	Perform tasks necessary for operating a reservation computer system.
• 054	Identify information needed for forecasting occupancy rates.
• 055	Calculate percentages of no-shows, walk-ins, overstays and understays.
• 056	Create a three-day and ten-day forecast.
• 057	Calculate a forecast using the forecasting formula.
Guest Cycle	
• 058	Chart the stages of the guest cycle.
• 059	Determine when a room is available for sale and how to communicate room status reports.
• 060	Define the types of guest requests.
• 061	List and interpret rate schedules and special room rates.
• 062	Define the types of room status and room status reports.
• 063	Define meal plans.
• 064	Demonstrate upselling techniques.
• 065	Compose proper procedures when handling walk-in guests, walking a guest and evicting a guest.
• 066	Outline complete registration procedures.
• 067	Discuss various forms of payment accepted and how to handle denial of payment.
• 078	Explain property policies on issuing room keys.
• 069	Instruct guest about promotional or special incentive programs available to them.
• 070	Identify features of the guest accounting module of the computer system.
• 071	Create individual, master, non-guest, employee, control, semi-permanent and permanent folios and entries in each.
Check Out and Settlement Procedures	
• 072	Examine check-out and account settlement functions such as settling guest account, updating room status, create guest history file, and check out options.
• 073	Evaluate Front Office operations
• 074	Create reports using basic occupancy ratios, average daily rate, RevPAR, and yield statistics using appropriate formulas.
• 075	Identify internal controls.
Front Office Audit	
• 076	Identify the duties of the auditor.
• 077	Describe the audit process.
• 078	Determine the causes for imbalances in an audit.
• 079	List duties to be complete in preparation for the next day.

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• 080	Discuss the importance of back up/emergency reports.
Housekeeping Management	
• 081	Define cleaning areas and responsibilities.
• 082	Define the importance of inventories of all areas.
• 083	Recognize and assess performance standards.
• 084	Explain the difference between fixed and variable staff positions.
• 085	Predict needed scheduling using alternative scheduling techniques.
Carpet Construction and Maintenance	
• 086	Identify types of carpeting, and the advantages and disadvantages of carpet.
• 087	Describe proper cleaning methods, schedules, and products for carpeting.
Housekeeping Inventory	
• 088	Define types of housekeeping inventories.
• 089	Calculate expected inventories, minimum quantities of supplies, and par numbers.
• 090	Determine types of linens needed, linen locations, selection criteria and factors affecting purchase size.
• 091	Compute supply amounts using the purchasing formula and cost per use formulas.
On-Premises Laundry Management	
• 092	Identify fabric choices and characteristics of each that are available for use.
• 093	Name the steps in the laundry operating cycle.
• 094	Define the chemicals used to launder linens.
• 095	Identify equipment needed to do laundry.
• 096	List the maintenance procedures to care for the laundry equipment.
Developing Employability Skills	
• 097	Create or update a portfolio containing representative samples of student work.
Preparing for Industry Certification	
• 098	Describe the process and requirements for obtaining industry certifications related to the Lodging I course.