



MASSACHUSETTS
DEPARTMENT of
EDUCATION

**Vocational Technical Education
Framework**

Hospitality and Tourism Cluster

Hospitality Management

August 2007

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Strand 1: Health and Safety

1.A Define health and safety regulations:

- 1.A.01a Identify and apply OSHA and other health and safety regulations that apply to specific tasks and jobs in the occupational area.
- 1.A.02a Identify and apply EPA and other environmental protection regulations that apply to specific tasks and jobs in the occupational area.
- 1.A.03a Identify and apply Right-To-Know (Hazard Communication Policy) and other communicative regulations that apply to specific tasks and jobs in the occupational area.
- 1.A.04a Explain procedures for documenting and reporting hazards to appropriate authorities.
- 1.A.05a List penalties for non-compliance with appropriate health and safety regulations.
- 1.A.06a Identify contact information for appropriate health and safety agencies and resources.
- 1.A.07c Outline laws and rules of the regulatory agencies governing sanitation and safety.

1.B Demonstrate health and safety practices:.

- 1.B.01a Identify, describe and demonstrate the effective use of Material Safety Data Sheets (MSDS).
- 1.B.02a Read chemical, product, and equipment labels to determine appropriate health and safety considerations .
- 1.B.03a Identify, describe and demonstrate personal, shop and job site safety practices and procedures .
- 1.B.04a Demonstrate safe dress and use of relevant safety gear and personal protective equipment (PPE), including wrist rests, adjustable workspaces and equipment, gloves, boots, earplugs, eye protection, and breathing apparatus.
- 1.B.05a Illustrate appropriate safe body mechanics, including proper lifting techniques and ergonomics.
- 1.B.06a Locate emergency equipment in your lab, shop, and classroom, including (where appropriate) eyewash stations, shower facilities, sinks, fire extinguishers, fire blankets, telephone, master power switches, and emergency exits.
- 1.B.07a Demonstrate the safe use, storage, and maintenance of every piece of equipment in the lab, shop, and classroom.
- 1.B.08a Describe safety practices and procedures to be followed when working with and around electricity .
- 1.B.09a Properly handle, store, dispose of, and recycle hazardous, flammable, and combustible materials.
- 1.B.10a Demonstrate proper workspace cleaning procedures.

1.C Demonstrate responses to situations that threaten health and safety.

- 1.C.01a Illustrate First Aid procedures for potential injuries and other health concerns in the occupational area.
- 1.C.02a Describe the importance of emergency preparedness and an emergency action plan.

- 1.C.03a Illustrate procedures used to handle emergency situations and accidents, including identification, reporting, response, evacuation plans, and follow-up procedures.
- 1.C.04a Identify practices used to avoid accidents.
- 1.C.05a Identify and describe fire protection, precautions and response procedures.
- 1.C.06a Discuss the role of the individual and the company/organization in ensuring workplace safety.
- 1.C.07a Discuss ways to identify and prevent workplace/school violence.

1.D Demonstrate proper sanitation and safety.

- 1.D.01c Identify the Hazard Analysis Critical Control Point (HAACP) during all food handling processes as a method for minimizing the risk of food borne illness.
- 1.D.02c Identify microorganisms related to food spoilage and illnesses; and describe their requirements and methods for growth.
- 1.D.03c Describe symptoms common to food borne illnesses and how illness can be prevented.
- 1.D.04c Conduct a sanitation self-inspection and identify modifications for compliance with standards.
- 1.D.05c Outline compliance requirements of sanitation and health inspections.
- 1.D.06c Show exemplary appearance and hygiene.
- 1.D.07c Describe cross contamination and use of acceptable procedures when preparing and storing potentially hazardous foods.
- 1.D.08c List the reasons for and recognize signs of food spoilage and contamination.
- 1.D.09c Outline the requirements for receiving and storage of raw and prepared foods.

1.E Identify chemicals and uses in food service.

- 1.E.01c Describe types of cleaners and sanitizers and their proper use.
- 1.E.02c Develop cleaning and sanitizing schedule and procedures for equipment and facilities.

Strand 2: Technical Skills

2.A Apply the fundamentals of Food Service.

- 2.A.01c Demonstrate hand tool and equipment operation, emphasizing technique.
- 2.A.02c Define terminology used in food service.
- 2.A.03c Discuss the application of labor saving products.
- 2.A.04c Explain beverage service risk management and liability.
- 2.A.05 Identify the equipment in a commercial kitchen.

2.B Apply the fundamentals of hospitality sales and marketing.

- 2.B.01c Identify the basic principles of marketing.
- 2.B.02c Perform methods of selling and advertising.
- 2.B.03c Maintain current accounts.
- 2.B.04c Perform reservation functions.
- 2.B.05c Develop a mock foodservice marketing strategy by analyzing location, customer base, competition, and trends.
- 2.B.06c Describe how customer needs influence marketing.
- 2.B.07c Contrast how marketing is different for a service versus a product.
- 2.B.08 Describe the role and approaches used in strategic marketing.
- 2.B.09 Conduct and prepare market research and analysis.
- 2.B.10 Show how customers' behavior affects marketing.
- 2.B.11 Demonstrate the process used to develop a market strategy.
- 2.B.12 Explain marketing strategy including market segmentation and trend analysis.
- 2.B.13 Demonstrate the process used to develop a market strategy.
- 2.B.14 Develop a market plan.
- 2.B.15 Describe the elements of the hospitality and travel marketing mix.
- 2.B.16 Describe product development in the industry.
- 2.B.17 Describe the unique role and importance of people to service and quality.
- 2.B.18 Describe packaging and discount programming.
- 2.B.19 Describe place and distribution in the industry.
- 2.B.20 Describe promotion advertising including sales, merchandising, public relations and publicity.
- 2.B.21 Describe the role of partnering and partnerships in the industry
Describe personal selling and sales management.
- 2.B.22 Describing pricing in the hospitality industry.
- 2.B.23 Demonstrate the importance of marketing management, evaluation and control.
- 2.B.24 Describe the role and responsibilities of a sales and marketing personnel.
- 2.B.25 Perform a property analysis.
- 2.B.26 Explain elements involved in public relations.

2.C Apply the fundamentals of menu planning, ordering, receiving and storage.

- 2.C.01c Plan a menu.
- 2.C.02c Order food products.
- 2.C.03c Receive, check, and store food.
- 2.C.04 Identify portion control relating to food cost.

- 2.C.05 Identify different types of menus and layout design.
 - 2.C.06 Create a menu and a menu abstract.
- 2.D Demonstrate Dining Room/Room Service Activities.**
- 2.D.01c Set up tables for service.
 - 2.D.02c Set up various dining room stations for service (e.g. beverages, condiments, bread, salads, etc).
 - 2.D.03c Arrange and maintain buffet table.
 - 2.D.04c Set up and garnish desserts.
 - 2.D.05c Conduct a pre-meal meeting.
 - 2.D.06c Perform duties of dining room attendant.
 - 2.D.07c Prepare and maintain restaurant and work stations for dining room service.
 - 2.D.08c Operate a Point Of Sale system.
 - 2.D.09c Identify the sequence/steps of service.
 - 2.D.10c Identify and perform all methods of service.
 - 2.D.11c Set up and break down a hot and cold buffet.
 - 2.D.12c Prepare, deliver, and retrieve tray service.
 - 2.D.13c Perform the duties of a cashier.
 - 2.D.14c Perform the duties of an expediter.
 - 2.D.15c Perform duties of a dining room supervisor.
 - 2.D.16 Prepare, deliver, and retrieve tray service for guest rooms.
- 2.E Demonstrate host or hostess duties.**
- 2.E.01c Demonstrate procedures used to take reservations.
 - 2.E.02c Demonstrate procedures used to greet and seat customers.
 - 2.E.03c Explain methods used to accommodate customers.
 - 2.E.04c Manage staff.
 - 2.E.05c Manage dining room floor plans.
 - 2.E.06c Re-set tables for service.
- 2.F Demonstrate utility services.**
- 2.F.01c Perform dishwashing services.
 - 2.F.02c Clean and sanitize pots and pans.
 - 2.F.03c Clean and sanitize kitchen work areas.
 - 2.F.04c Clean and sanitize stationary equipment.
- 2.G Demonstrate Banquet and Catering Services.**
- 2.G.01c Describe the role and responsibilities of a banquet/catering personnel.
 - 2.G.02c Interpret and facilitate a banquet event order.
 - 2.G.03c Demonstrate function set up using a banquet event order.
 - 2.G.04c Identify and arrange all types of banquet room set ups.
 - 2.G.05c Coordinate the efficient functioning of an event.
 - 2.G.06c Serve guests a set menu.
 - 2.G.07 Demonstrate the activities of banquet/catering personnel.
 - 2.G.08 Demonstrate the responsibilities of special event staff.
 - 2.G.09 Facilitate a banquet event order production meeting.
 - 2.G.10 Identify and set up audiovisual equipment.
 - 2.G.11 Maintain current accounts.
 - 2.G.12 Coordinate group sales.
 - 2.G.13 Generate a banquet order.

- 2.H Describe the components of the hospitality and tourism industry.**
- 2.H.01 Describe the types of business entities that are part of the hospitality field Describe the types of business operations within the travel and tourism field.
 - 2.H.02 Describe the different types of operations within the food and beverage field.
 - 2.H.03 Define the role of food service management within the hospitality and tourism industry.
 - 2.H.04 Describe the role of the recreation and entertainment fields as elements of the hospitality and tourism industry.
- 2.I Identify the role of profit and support centers within the hospitality industry.**
- 2.I.01 Describe the types of profit and support centers.
 - 2.I.02 Identify and describe labor cost.
 - 2.I.03 Identify and describe overhead expenses.
 - 2.I.04 Identify and describe capital expenses.
- 2.J Describe the importance of the hospitality and travel industry on the local economy.**
- 2.J.01 Describe and identify destination markets.
 - 2.J.02 Describe how demographics can impact a hospitality entity and its operation.
 - 2.J.03 Identify the types of travel and how this affects hospitality operations.
 - 2.J.04 Identify local geography relating to destination markets.
 - 2.J.05 Identify regional geography relating to destination markets.
 - 2.J.06 Identify world geography and destination markets.
- 2.K Identify the role and functions of departmental operations within hospitality and tourism entities.**
- 2.K.01 Demonstrate the role of each department and its importance to the entire operation.
 - 2.K.02 Define and compare the functions of the "front of the house" and "back of the house".
 - 2.K.03 Describe the function and role of a commercial kitchen.
 - 2.K.04 Describe the features of a banquet kitchen.
 - 2.K.05 Describe the features of a kitchen in a freestanding restaurant.
 - 2.K.06 Define the role and functions of a banquet and catering department/staff Define the services performed by offsite catering entities'.
 - 2.K.07 Define the role and functions of a sales staff/department.
 - 2.K.08 Define the role and functions of a marketing staff/department.
 - 2.K.09 Define the role and functions of a housekeeping and laundry staff/department.
 - 2.K.10 Define the role and functions of the engineering and maintenance staff/department.
 - 2.K.11 Define the role and functions of the loss prevention staff/department.
 - 2.K.12 Define the role and functions of the accounting staff/department.
 - 2.K.13 Define the role and functions of the human resource staff/department.

- 2.L Identify the operational functions that occur on a regular basis to support an entity in the hospitality and tourism industry.**
- 2.L.01 Describe and demonstrate the accounting requirements that are needed on a daily, weekly, and monthly basis to meet local, state, and federal reporting requirements.
 - 2.L.02 Describe the importance of following the Generally Accepted Accounting Principles.
 - 2.L.03 Identify factors that are instrumental to employee scheduling.
 - 2.L.04 Prepare and effective schedule based on the needs of the organization.
 - 2.L.05 Identify training needs of an entire operation, department, and staff.
 - 2.L.06 Describe the importance of sales management and profitability.
 - 2.L.07 Identify strategies and techniques to satisfactorily handle internal employee relations.
- 2.M Exhibit proper customer service.**
- 2.M.01 List ways to continually extend hospitality to guests and clients.
 - 2.M.02 Explain how to handle guests' requests and complaints through to resolution.
 - 2.M.03 Apply the Total Quality Management process to a variety of jobs.
 - 2.M.04 Develop customer service and communication skills based on departmental functions.
 - 2.M.05 Identify strategies and techniques to satisfactorily handle guest relation matters.
 - 2.M.06 Exhibit tangible and intangible product and service skills.
 - 2.M.07 Exhibit autonomy in a problem-solving situation.
- 2.N Rooms division management and operations.**
- 2.N.01 Demonstrate procedures used to accept hotel reservations.
 - 2.N.02 Explain how to regret, change and cancel hotel reservations.
 - 2.N.03 Demonstrate check-in/check-out procedures of hotel guests with reservations.
 - 2.N.04 Demonstrate check-in/check-out procedures of hotel guests without reservations.
 - 2.N.05 Compute an occupancy report.
 - 2.N.06 Demonstrate pre-registration of tour groups and other guests with special needs.
 - 2.N.07 Explain how to set and determine rates based on occupancy.
 - 2.N.08 Identify revenue management factors.
 - 2.N.09 Identify cost management factors.
 - 2.N.10 Describe yield revenue ratios.
 - 2.N.11 Prepare weekly forecasts for departments.
 - 2.N.12 Describe the role of the Rooms Division manager.
 - 2.N.13 Describe the role of the Front Office and Reservations manager.
 - 2.N.14 Identify and perform the functions of a guest service attendant.
 - 2.N.15 Identify and perform the functions of the door, bell, and concierge attendant.
 - 2.N.16 Utilize a Property Management System to support the needs of the guest.

2.O Describe the functions of the housekeeping and laundry staff/department.

- 2.O.01 Describe the role of the Housekeeping manager.
- 2.O.02 Identify and perform the functions of a floor supervisor.
- 2.O.03 Perform the functions of a room attendant and room inspector.
- 2.O.04 Identify and perform the functions a public area attendant.
- 2.O.05 Describe the role of the Laundry Manager.
- 2.O.06 Identify and perform the functions a laundry and uniform attendant.
- 2.O.07 Identify the factors that impact the daily cost of servicing a guest room.

2.P Describe the functions of facilities maintenance and engineering departments.

- 2.P.01 Identify the operation and duties of the engineering department.
- 2.P.02 Identify safety procedures in the engineering department.
- 2.P.03 Explain the concept of external and internal property maintenance.
- 2.P.04 Describe the process of preventative maintenance.
- 2.P.05 Describe the work order process.

2.Q Describe the functions of the security department.

- 2.Q.01 Describe loss prevention and safety procedures.
- 2.Q.02 Identify procedures to investigate accidents occurring on premises.
- 2.Q.03 Explain ways to secure guests' valuables.
- 2.Q.04 Outline how locking systems protect guests/customers.
- 2.Q.05 Design a security system using security personnel.
- 2.Q.06 Detail ways to use lighting to increase security.
- 2.Q.07 Explain the ethical use of surveillance cameras.

Strand 3: Embedded Academics

3.A English Language Arts

VTE #	Acad #	Standard	Grade	Topic
3.A.01	19.21	Write reports based on research that include quotations, footnotes or endnotes, and a bibliography.	Pre-9th	Composition
3.A.02	24.4	Apply steps for obtaining information from a variety of sources, organizing information, documenting sources, and presenting research in individual projects:	Pre-9th	Composition
3.A.03	2.4	Integrate relevant information gathered from group discussions and interviews for reports.	Pre-9th	Language
3.A.04	13.19	Identify and use knowledge of common graphic features (charts, maps, diagrams).	Pre-9th	Reading
3.A.05	20.5	Use different levels of formality, style, and tone when composing for different audiences.	9-10	Composition
3.A.06	24.5	Formulate open-ended research questions and apply steps for obtaining and evaluating information from a variety of sources, organizing information, documenting sources in a consistent and standard format, and presenting research.	9-10	Composition
3.A.07	1.5	Identify and practice techniques such as setting time limits for speakers and deadlines for decision-making to improve productivity of group discussions.	9-10	Language
3.A.08	2.5	Summarize in a coherent and organized way information and ideas learned from a focused discussion.	9-10	Language
3.A.09	26.5	Analyze visual or aural techniques used in a media message for a particular audience and evaluate their effectiveness.	9-10	Media
3.A.10	19.27	Write well-organized research papers that prove a thesis statement using logical organization, effective supporting evidence, and variety in sentence structure.	11-12	Composition
3.A.11	22.10	Use all conventions of standard English when writing and editing.	11-12	Composition
3.A.12	24.6	Formulate original, open-ended questions to explore a topic of interest, design and carry out research, and evaluate the quality of the research paper in terms of the adequacy of its questions, materials, approach, and documentation of sources.	11-12	Composition

VTE #	Acad #	Standard	Grade	Topic
3.A.13	3.17	Deliver formal presentations for particular audiences using clear enunciation and appropriate organization, gestures, tone, and vocabulary.	11-12	Language
3.A.14	4.27	Use general dictionaries, specialized dictionaries, thesauruses, histories of language, books of quotations, and other related references as needed.	11-12	Language

3.B Mathematics

VTE #	Acad #	Standard	Grade	Topic
3.B.01c	8.M.2	Given the formulas, convert from one system of measurement to another. Use technology as appropriate.	Pre-9th	Measure
3.B.02c	8.N.1	Compare, order, estimate, and translate among integers, fractions and mixed numbers (i.e., rational numbers), decimals, and percents.	Pre-9th	Numbers
3.B.03c	10.P.8	Solve everyday problems that can be modeled using systems of linear equations or inequalities. Apply algebraic and graphical methods to the solution. Use technology when appropriate. Include mixture, rate, and work problems.	9-10	Patterns, relations, algebra
3.B.04c		Perform basic accounting functions (totals, sums, averages, cost analysis).		Voc
3.B.05c		Calculate for consumable (food/beverage), labor and daily operation costs and perform analysis for gross income/profit margins etc (utilize appropriate technology).		Voc
3.B.06c		Perform recipe yield and cost calculations and formulate menu pricing based on mathematical data (utilize appropriate technology).		Voc

3.C Science and Engineering/Technology

VTE #	Acad #	Standard	Grade	Topic
3.C.01c	1	Differentiate between weight and mass, recognizing that weight is the amount of gravitational pull on an object.	Pre-9th	Physics/Chem
3.C.02c	1.4	Distinguish between chemical and physical changes.		Chemistry

Strand 4: Employability

4.A Develop employability skills to secure and keep employment in chosen field.

- 4.A.01a Evaluate industries, organizations, and careers based on multiple sources of research and information.
- 4.A.02a Assess interest areas to determine potential career pathways, including career ladders.
- 4.A.03a Develop a career plan with alternatives.
- 4.A.04a Complete job applications and related employment documents (e.g. W-4).
- 4.A.05a Create professional cover letters, resumes, and portfolios in a variety of formats (print and electronic) .
- 4.A.06a Apply job search skills to seek, evaluate, apply for, and accept employment.
- 4.A.07a Demonstrate good interviewing skills.
- 4.A.08a Demonstrate employability skills needed to get and keep a job.
- 4.A.09a Assess alternative occupational choices (e.g. working conditions, benefits, and opportunities to change).
- 4.A.10c Explain the importance of networking.

Performance Examples:

1. Research positions open within a variety of companies and compare/contrast their descriptions, duties, and expectations.
2. Prepare responses to standard interview questions.
3. Participate in a mock-interview with industry professionals.

4.B Communicate in multiple modes to address needs within the career and technical field.

- 4.B.01a Apply strategies to enhance effectiveness of all types of communications in the workplace.
- 4.B.02a Apply reading skills and strategies to work-related documents.
- 4.B.03a Locate information from books, journals, magazines, and the Internet.
- 4.B.04a Apply basic writing skills to work-related communication.
- 4.B.05a Write work-related materials.
- 4.B.06a Explain information presented graphically.
- 4.B.07a Use writing/publishing/presentation applications.
- 4.B.08a Apply basic skills for work-related oral communication.
- 4.B.09a Explain proper telephone etiquette and skills.
- 4.B.10a Lead formal and informal group discussions.
- 4.B.11a Demonstrate effective negotiation and conflict management.
- 4.B.12a Apply active listening skills to obtain and clarify information.
- 4.B.13a Communicate with others in a diverse workforce.
- 4.B.14c Use correct phone etiquette.
- 4.B.15c Give directions to a frenzied, stressed, upset guest/customer without insult or conflict.
- 4.B.16c Identify complexities and discrepancies in information.
- 4.B.17c Write specific steps for applying information learned to task or new situation.
- 4.B.18c Write set of directions for others sharing information learned and applying that to task or new situation.

Performance Examples:

1. Review a professional journal; choose one article to summarize.
2. Call the publisher for free products in journal.
3. Develop an oral presentation regarding an article in a journal.
4. Summarize trends presented in a graph.

4.C Solve problems using critical thinking.

- 4.C.01a Demonstrate skills used to define and analyze a given problem.
- 4.C.02a Explain the importance and dynamics of individual and teamwork approaches of problem solving.
- 4.C.03a Describe methods of researching and validating reliable information relevant to the problem.
- 4.C.04a Explain strategies used to formulate ideas, proposals and solutions to problems.
- 4.C.05a Select potential solutions based on reasoned criteria.
- 4.C.06a Implement and evaluate solution(s).

4.D Demonstrate positive work behaviors.

- 4.D.01a Identify time management and task prioritization skills.
- 4.D.02a Explain the importance of following workplace etiquette/protocol.
- 4.D.03a Demonstrate willingness to learn and further develop skills.
- 4.D.04a Demonstrate self-management skills.
- 4.D.05a List causes of stress and effective stress management techniques.
- 4.D.06a Describe the importance of having a positive attitude and techniques that boost morale.
- 4.D.07a Show initiative by coming up with unique solutions and taking on extra responsibilities.
- 4.D.08a Explain the importance of setting goals and demonstrate the ability to set, reach, and evaluate goals.
- 4.D.09a Explain the importance of taking pride in work accomplished and extrinsic and intrinsic motivators that can be used to increase pride.
- 4.D.10a Value the importance of professionalism, including reliability, honesty, responsibility, and ethics.
- 4.D.11a Demonstrate a respect for diversity and its benefit to the workplace.

Strand 5: Management and Entrepreneurship

5.A Analyze basic business practices required to start and run a company/organization.

- 5.A.01a Define entrepreneurship.
- 5.A.02a Describe the relationship between suppliers, producers, and consumers.
- 5.A.03a Compare and contrast types of businesses, including sole proprietorships, small businesses, companies, corporations, governmental agencies, and non-profit organizations.
- 5.A.04a Describe practices that ensure quality customer service.
- 5.A.05a Explain the value of competition in business/field.

Performance Examples:

1. Prepare a business plan for a new company in your community.
2. Participate in a discussion with members of a local small-business incubator or chamber of commerce, identifying opportunities and summarizing best practices of new companies.
3. Create an equipment list, with costs, of equipment required for doing specific tasks.
4. Identify local zoning and environmental laws that apply to businesses in your industry.

5.B Manage all resources related to a business/organization.

- 5.B.01a Identify a company's/organization's chain of command and organizational structure.
- 5.B.02a Define and demonstrate leadership and teamwork skills.
- 5.B.03a Explain ways a company or organization can market itself, including choosing a name, designing logos and promotional materials, advertising, and the importance of word-of-mouth.
- 5.B.04a Identify methods to track inventory, productivity, income, expenses, and personnel.
- 5.B.05a Explain the importance of written operating procedures and policies.
- 5.B.06a Identify professional organizations and their benefits.
- 5.B.07a Explain methods to effectively run a meeting.
- 5.B.08c Identify key components of a company "mission statement".
- 5.B.09c Describe different management styles.
- 5.B.10c Describe how the hospitality industry is dependent on the national/global economy.
- 5.B.11c Describe the importance of internal and external customer satisfaction.

Performance Examples:

1. Create a plan to keep track of tools and supplies in your classroom/shop.
2. Work as a team to complete a project, including running and participating in problem-solving meetings.
3. Contact a relevant professional organization and request information about its benefits, membership requirements, and costs.
4. Clip print advertisements from local companies, identifying common themes and contrasting different styles.

5.C Describe methods for managing, organizing, retrieving and reporting financial data.

- 5.C.01a Explain the role of small businesses in the economy.
- 5.C.02a Extract and extrapolate data from financial documents, such as a pay-stub, budget, tax statement, and financial report.
- 5.C.03c Describe the importance of cost control and revenue management in the hospitality industry.

Performance Examples:

1. Create and follow a budget for an in-class project.
2. Identify equipment in your shop/lab that are considered as capital.
3. From a pay-stub, determine gross salary, deductions, and net pay for a calendar year.
4. Create a rate card or other list of standardized costs for services provided, based on research of local rates and practices.

5.D Apply labor and civil rights law and guidelines to business practice and decisions.

- 5.D.01a List federal and state mandated employee rights.
- 5.D.02a Describe proper working conditions for your industry.
- 5.D.03a Explain the role of labor organizations.
- 5.D.04a Discuss the importance of diversity and list methods of encouraging diversity in the workplace.
- 5.D.05a Describe standard forms of employment contracts applicable to your industry.
- 5.D.06a State the current minimum wage, as well as wages for common jobs found within the field.
- 5.D.07a List opportunities for continual professional development.
- 5.D.08c Identify the structure of the exempt/non-exempt(hourly/salaried) employees.
- 5.D.09c Describe the affects of seasonal business demands and how it impacts the labor market.

Performance Examples:

1. Participate in and summarize a discussion with a member of a labor organization.
2. Participate in and summarize a discussion with a member of a civil rights organization.
3. While participating in a group project, write and follow job descriptions for each member of the team.
4. Evaluate a shop/lab in terms of safety, ergonomics, and workflow.

5.E Evaluate the effects of community relations on companies and the industry.

- 5.E.01a Describe the role that the industry/organization plays in different communities.
- 5.E.02a Describe the role that community interests play in a company's/organization's decision-making process.
- 5.E.03c Describe the impact of volunteers in the hospitality industry.
- 5.E.04c Describe how the public perception of a company impacts relations.

Performance Example:

1. Participate in a service project or community-centered event.

5.F Apply legal requirements and ethical considerations to business practice and decisions.

- 5.F.01a Identify laws that regulate businesses/organizations in your field.
- 5.F.02a Define the requirements for and protections given by copyright and trademark law.
- 5.F.03a Define the impact of the Americans with Disabilities Act and other civil rights legislation on your business/organization, employees, and customers.
- 5.F.04a Define ethical business practices for your field.
- 5.F.05a Identify trade-specific practices that support clean energy technologies and encourage environmental sustainability.

Performance Examples:

1. Research the ethical guidelines set forth by a professional organization related to your industry and participate in a debate over how to apply these guidelines to a variety of situations.
2. Create a portfolio of a variety of completed contracts and their uses.
3. Participate in and summarize a discussion with a lawyer, consumer advocate, or other legal professional.
4. Create a quick reference outline listing legal topics and related resources.

Strand 6: Technological Knowledge and Skills

6.A Demonstrate proficiency in the use of computers and applications as well as an understanding of concepts underlying hardware, software, and connectivity.

- 6.A.01a Select and utilize the appropriate technology to solve a problem or complete a task.
- 6.A.02a Demonstrate file management skills (e.g., install new software, compress and expand files as needed, download files as appropriate).
- 6.A.03a Differentiate between different operating systems and demonstrate use of at least one to open and switch between programs and files.
- 6.A.04a Identify and demonstrate resolutions to simple hardware and software problems as they occur (e.g., frozen screen, disk error, printing problems).
- 6.A.05a Save, retrieve, load, format, and import data into, and export a variety of electronic documents (word processing, spreadsheet, database, AND desktop publishing).
- 6.A.06a Demonstrate the proper use of a variety of external peripherals and how they connect to a computer.
- 6.A.07a Illustrate methods of selecting and using search engines.
- 6.A.08a Send, receive, and manage electronic correspondence and files, in accordance with school policy.
- 6.A.09a Demonstrate proper use of electronic proofreading tools and explain reasons why these shouldn't be relied upon solely.

Performance Example:

1. In the development of work-based projects, students demonstrate computer skills inherent in the word processing techniques used, the organization of data, use of photographic representation, research projects, and other relevant project based activities.

6.B Demonstrate responsible use of technology and an understanding of ethics and safety issues in using electronic media.

- 6.B.01a Identify ways in which technology is used in the workplace and in society.
- 6.B.02a Summarize the rights and responsibilities of the school's Acceptable Use Policy.
- 6.B.03a Explain laws restricting use of copyrighted materials on the Internet.
- 6.B.04a Discuss the concerns about electronic communications, privacy and security, including protection from spyware and viruses.

Performance Example:

1. Describe how computers are used to increase efficiency, accuracy, and professionalism in the industry.

6.C Demonstrate ability to use technology for research, problem solving, and communication.

- 6.C.01a Locate, evaluate, collect, and process information from a variety of electronic sources.
- 6.C.02a Demonstrate the use of telecommunications and other media to interact or collaborate with peers, experts, and other audiences.

- 6.C.03a Demonstrate the use of appropriate electronic sources to conduct research (e.g., Web sites, online periodical databases, and online catalogs).
- 6.C.04a Demonstrate proper style (with correct citations) when integrating electronic research results into a research project.
- 6.C.05a Collect, organize, analyze, and graphically present data using the most appropriate tools.
- 6.C.06a Present information, ideas, and results of work using any of a variety of communications technologies (e.g., multimedia presentations, Web pages, videotapes, desktop-published documents).
- 6.C.07a Identify capabilities of technology resources and describe how they can be used for lifelong learning.
- 6.C.08a Demonstrate the proper use of electronic tools and office communications equipment (telephone, fax, copier, etc).

Performance Example:

1. Student is able to effectively use various technologies in the workplace.