

Standards Correlations

Lodging Management (8159)

Task	SOL Correlations	National MBA Research Standards
Demonstrating Personal Qualities and Abilities		
Demonstrate creativity and innovation.	<p>English: 6.1, 6.3, 6.4, 6.6, 6.7, 6.9, 7.1, 7.3, 7.4, 7.6, 7.7, 7.9, 8.1, 8.3, 8.4, 8.6, 8.7, 8.9, 9.1, 9.5, 9.6, 9.8, 10.1, 10.5, 10.6, 10.8, 11.1, 11.5, 11.6, 11.8, 12.1, 12.5, 12.6, 12.8</p> <p>History and Social Science: CE.1, CE.4, GOVT.1, USI.1, USII.1, VUS.1, WG.1, WG.4, WHI.1, WHII.1</p> <p>Mathematics: 6.1, 6.2, 6.3, 6.4, 6.5, 6.6, 6.7, 6.10, 6.11, 6.12, 7.2, 7.3, 7.8, 7.9, 8.2, 8.4, 8.6, 8.7, 8.11, 8.12, 8.17, 8.18, A.9, AFDA.3, AFDA.4, AFDA.5, AFDA.6, AFDA.7, AFDA.8, AII.9, COM.1, COM.3, COM.4, COM.5, COM.8, DM.7, DM.1*, DM.10, DM.2*, DM.3*, PS.3*, PS.4*, PS.7*, PS.9*, PS.10*</p> <p>Science: 6.1, BIO.1, CH.1, ES.1, LS.1, PS.1</p>	
Demonstrate critical thinking and problem solving.	<p>English: 6.1, 6.3, 6.4, 6.5, 6.6, 6.7, 6.9, 7.1, 7.3, 7.4, 7.5, 7.6, 7.7, 7.9, 8.1, 8.3, 8.4, 8.5, 8.6, 8.7, 8.9, 9.1, 9.5, 9.6, 9.8, 10.1, 10.5, 10.6, 10.8, 11.1, 11.5, 11.6, 11.8, 12.1, 12.5, 12.6, 12.8</p> <p>History and Social Science: CE.1, CE.4, CE.11, GOVT.1, USI.1, USII.1, VUS.1,</p>	

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	WG.1, WG.4, WHI.1, WHII.1 Mathematics: 6.1, 6.2, 6.3, 6.4, 6.5, 6.6, 6.10, 6.11, 7.2, 7.3, 7.8, 7.12, 7.13, 8.2, 8.4, 8.8, 8.9, 8.10, 8.11, A.8, A.9, G.1, G.13, G.14, AFDA.3, AFDA.5, AFDA.8, AII.9, AII.10, AII.11, COM.1, COM.3, COM.4, COM.5, COM.8, DM.4, DM.7, DM.1*, DM.2*, DM.3*, DM.9*, PS.9*, PS.10* Science: 6.1, BIO.1, CH.1, ES.1, LS.1, PS.1	
Demonstrate initiative and self-direction.	English: 6.1, 6.4, 6.6, 6.7, 6.9, 7.1, 7.4, 7.6, 7.7, 7.9, 8.1, 8.4, 8.6, 8.7, 8.9, 9.1, 9.5, 9.6, 9.8, 10.1, 10.5, 10.6, 10.8, 11.1, 11.5, 11.6, 11.8, 12.1, 12.5, 12.6, 12.8 History and Social Science: CE.1, CE.4, CE.11, GOVT.1, USI.1, USII.1, VUS.1, WG.1, WHI.1, WHII.1	
Demonstrate integrity.	English: 6.1, 7.1, 8.1, 9.1, 9.5, 10.1, 10.5, 11.1, 11.5, 12.1, 12.5 History and Social Science: CE.1, CE.3, CE.4, GOVT.1, GOVT.16, USI.1, USII.1, VUS.1, WG.1, WHI.1, WHII.1	
Demonstrate work ethic.	English: 6.1, 7.1, 8.1, 9.1, 10.1, 11.1, 12.1 History and Social Science: CE.1, CE.4, CE.14, GOVT.1, GOVT.16, USI.1, USII.1, VUS.1, WG.1, WHI.1, WHII.1 Science: CH.1	
Demonstrating Interpersonal Skills		
Demonstrate conflict-resolution skills.	English: 6.1, 6.2, 6.4, 6.6, 6.7, 6.9, 7.1, 7.2, 7.4, 7.6, 7.7, 7.9, 8.1, 8.2, 8.4, 8.6, 8.7, 8.9,	

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	9.1, 10.1, 11.1, 12.1 History and Social Science: CE.1, CE.4, GOVT.1, USI.1, VUS.1	
Demonstrate listening and speaking skills.	English: 6.1, 6.2, 6.4, 6.6, 7.1, 7.2, 7.4, 7.6, 8.1, 8.2, 8.4, 8.6, 9.1, 10.1, 11.1, 12.1 History and Social Science: CE.1, CE.4, GOVT.1, USI.1, USII.1, VUS.1, WG.1, WHI.1, WHII.1	
Demonstrate respect for diversity.	English: 6.1, 7.1, 8.1, 9.1, 10.1, 11.1, 12.1 History and Social Science: CE.1, CE.3, CE.4, GOVT.1, GOVT.16, USI.1, USII.1, USII.9, VUS.1, VUS.13, WG.1, WHI.1, WHII.1	
Demonstrate customer service skills.	English: 6.1, 6.4, 6.7, 7.1, 7.4, 7.7, 8.1, 8.4, 8.7, 9.1, 9.5, 9.6, 10.1, 10.5, 10.6, 11.1, 11.5, 11.6, 12.1, 12.5, 12.6 History and Social Science: CE.1, CE.4, GOVT.1, GOVT.16, USI.1, USII.1, VUS.1, WG.1, WHI.1, WHII.1	
Collaborate with team members	English: 6.1, 7.1, 8.1, 9.1, 10.1, 11.1, 12.1 History and Social Science: CE.1, CE.3, CE.4, GOVT.1, GOVT.16, USI.1, USII.1, VUS.1, WG.1, WHI.1, WHII.1	
Demonstrating Professional Competencies		
Demonstrate big-picture thinking.	English: 6.1, 6.4, 7.1, 7.4, 8.1, 8.4, 9.1, 9.5, 10.1, 10.5, 11.1, 11.5, 12.1, 12.5 History and Social Science: CE.1, CE.4, CE.12, GOVT.1, GOVT.15, USI.1, USII.1, VUS.1, WG.1, WHI.1, WHII.1	
Demonstrate career- and life-	English: 6.1, 6.7, 7.1, 7.7, 8.1, 8.7, 9.1, 9.6,	

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management skills.	10.1, 10.6, 11.1, 11.6, 12.1, 12.6 History and Social Science: CE.1, CE.4, CE.12, CE.14, GOVT.1, USI.1, USII.1, VUS.1, WG.1, WHI.1, WHII.1 Mathematics: 8.4	
Demonstrate continuous learning and adaptability.	English: 6.1, 6.4, 6.7, 6.9, 7.1, 7.4, 7.7, 7.9, 8.1, 8.4, 8.7, 8.9, 9.1, 9.5, 9.6, 9.8, 10.1, 10.5, 10.6, 10.8, 11.1, 11.5, 11.6, 11.8, 12.1, 12.5, 12.6, 12.8 History and Social Science: CE.1, CE.3, CE.4, CE.14, GOVT.1, USI.1, USII.1, VUS.1, WG.1, WHI.1, WHII.1 Science: BIO.1, CH.1, LS.1, PH.1, PH.4, PS.1	
Manage time and resources.	English: 6.1, 6.2, 6.4, 6.7, 6.9, 7.1, 7.2, 7.4, 7.7, 7.9, 8.1, 8.2, 8.4, 8.7, 8.9, 9.1, 9.5, 9.6, 9.8, 10.1, 10.5, 10.6, 10.8, 11.2, 11.5, 11.6, 11.8, 12.2, 12.5, 12.6, 12.8 History and Social Science: CE.1, CE.4, CE.11, GOVT.1, USI.1, USII.1, VUS.1, WG.1, WHI.1, WHII.1 Mathematics: 6.10, 6.11, 6.12, 7.2, 7.3, 7.8, 7.9, 7.10, 7.11, 7.12, 7.13, 8.4, 8.11, 8.12, 8.13, 8.14, 8.17, 8.18, A.4, A.5, A.8, A.9, AFDA.3, AFDA.4, AFDA.5, AFDA.6, AFDA.7, AFDA.8, COM.1, COM.3, COM.5, COM.8	
Demonstrate information-literacy skills.	English: 6.1, 6.2, 6.4, 6.6, 6.7, 6.9, 7.1, 7.2, 7.3, 7.4, 7.6, 7.7, 7.9, 8.1, 8.2, 8.3, 8.4, 8.6, 8.7, 8.9, 9.2, 9.5, 9.6, 9.8, 10.2, 10.5, 10.6, 10.8, 11.2, 11.5, 11.6, 11.8, 12.2, 12.5, 12.6,	

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	12.8 History and Social Science: CE.1, CE.4, CE.14, GOVT.1, USI.1, USII.1, VUS.1, WG.1, WHI.1, WHII.1 Mathematics: 6.10, 6.11, 7.8, 7.9, 8.11, 8.12, A.8, A.9, AFDA.3, AFDA.4, AFDA.6, AFDA.7, AFDA.8, DM.8, PS.1*, PS.2*, PS.3*, PS.4*, PS.7*, PS.8*, PS.9*, PS.10* Science: 6.1, BIO.1, CH.1, ES.1, LS.1, PH.1, PS.1	
Demonstrate an understanding of information security.	English: 6.1, 6.2, 6.3, 6.4, 6.6, 6.7, 6.8, 6.9, 7.1, 7.2, 7.3, 7.4, 7.6, 7.7, 7.8, 7.9, 8.1, 8.2, 8.3, 8.4, 8.6, 8.7, 8.8, 8.9, 9.1, 9.2, 9.5, 9.6, 9.8, 10.1, 10.2, 10.5, 10.6, 10.8, 11.1, 11.2, 11.5, 11.6, 11.8, 12.1, 12.2, 12.5, 12.6, 12.8 History and Social Science: CE.1, CE.4, CE.14, GOVT.1, USI.1, USII.1, VUS.1, WG.1, WHI.1, WHII.1 Mathematics: COM.10	
Maintain working knowledge of current information-technology (IT) systems.	English: 6.1, 6.3, 6.4, 6.6, 6.9, 7.1, 7.3, 7.4, 7.6, 7.9, 8.1, 8.3, 8.4, 8.6, 8.9 History and Social Science: CE.1, CE.4, CE.14, GOVT.1, USI.1, USII.1, VUS.1, WG.1, WHI.1, WHII.1 Mathematics: 7.8, COM.1, COM.2, COM.7, COM.9, COM.10, COM.11, COM.16, COM.18, PS.17 Science: BIO.1, CH.1, ES.1, PH.1	
Demonstrate proficiency with technologies, tools, and machines	History and Social Science: CE.1, CE.4, CE.14, GOVT.1, USI.1, USII.1, VUS.1,	

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common to a specific occupation.	WG.1, WHI.1, WHII.1 Mathematics: 6.10, 6.11, 7.9, 8.4, A.7, A.8, A.9, AFDA.1, AFDA.3, AFDA.5, AII.4, AII.7, AII.9, COM.1, COM.7, COM.10, COM.11, COM.12, COM.16 Science: CH.1, ES.1, LS.1, PH.1, PS.1	
Apply mathematical skills to job-specific tasks.	English: 6.4, 6.6, 6.7, 7.4, 7.6, 7.7, 8.4, 8.6, 8.7, 9.5, 9.6, 10.5, 10.6, 11.5, 11.6, 12.5, 12.6 History and Social Science: CE.1, CE.4, CE.14, GOVT.1, USI.1, USII.1, VUS.1, WG.1, WHI.1, WHII.1 Mathematics: 6.1, 6.2, 6.5, 6.6, 6.12, 6.13, 6.14, 7.1, 7.2, 7.3, 7.4, 7.5, 7.6, 7.8, 7.9, 7.11, 7.12, 7.13, 8.4, 8.5, 8.6, 8.8, 8.9, 8.10, 8.11, 8.12, 8.13, 8.14, 8.15, 8.16, 8.17, 8.18, A.1, A.3, A.4, A.5, A.7, A.8, A.9, AFDA.1, AFDA.3, AFDA.5, AFDA.8, AII.3, AII.7, AII.9, AII.10, COM.1, COM.7 Science: 6.1, BIO.1, CH.1, ES.1, LS.1, PH.1, PS.1	
Demonstrate professionalism.	English: 6.1, 7.1, 8.1, 9.1, 10.1, 11.1, 12.1 History and Social Science: CE.1, CE.4, CE.14, GOVT.1, USI.1, USII.1, VUS.1, WG.1, WHI.1, WHII.1	
Demonstrate reading and writing skills.	English: 6.1, 6.6, 6.7, 7.1, 7.6, 7.7, 8.1, 8.6, 8.7, 9.1, 9.5, 9.6, 9.7, 10.1, 10.5, 10.6, 10.7, 11.1, 11.5, 11.6, 11.7, 12.1, 12.5, 12.6, 12.7 History and Social Science: CE.1, CE.4, GOVT.1, USI.1, USII.1, VUS.1, WG.1, WHI.1, WHII.1	

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	Science: 6.1, PH.1, PS.1	
Demonstrate workplace safety.	English: 6.4, 7.4, 8.4, 9.5, 10.5, 11.5, 12.5 History and Social Science: CE.1, CE.4, GOVT.1, USI.1, USII.1, VUS.1, WG.1, WHI.1, WHII.1 Science: CH.1	
Examining All Aspects of an Industry		
Examine aspects of planning within an industry/organization.	History and Social Science: GOVT.16	
Examine aspects of management within an industry/organization.		
Examine aspects of financial responsibility within an industry/organization.		
Examine technical and production skills required of workers within an industry/organization.		
Examine principles of technology that underlie an industry/organization.		
Examine labor issues related to an industry/organization.	History and Social Science: GOVT.16	
Examine community issues related to an industry/organization.	History and Social Science: GOVT.16	

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Examine health, safety, and environmental issues related to an industry/organization.	History and Social Science: GOVT.16	
Addressing Elements of Student Life		
Identify the purposes and goals of the student organization.		
Explain the benefits and responsibilities of membership in the student organization as a student and in professional/civic organizations as an adult.		
Demonstrate leadership skills through participation in student organization activities, such as meetings, programs, and projects.		
Identify Internet safety issues and procedures for complying with acceptable use standards.		
Exploring Work-Based Learning		
Identify the types of work-based learning (WBL) opportunities.		
Reflect on lessons learned during the WBL experience.		
Explore career opportunities related to the WBL experience.		
Participate in a WBL experience,		

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when appropriate.		
Introducing the Hospitality Industry		
Explain travel, tourism, and hospitality as an industry.	English: 11.5, 12.5	Marketing- Acquire a foundational knowledge of product/service management to understand its nature and scope.
Outline the history of the travel, tourism, and hospitality industry.	English: 11.6, 11.7, 11.8, 12.6, 12.7, 12.8 History and Social Science: GOVT.12, VUS.8, VUS.10, VUS.14, WG.17, WHIL.3, WHIL.14	
Describe local, statewide, national, and international growth and future trends in the hospitality industry.	English: 11.5, 12.5 History and Social Science: GOVT.12, VUS.14, WG.15, WG.16, WG.17, WHIL.14	
Evaluate the effects of travel and tourism on local, state, national, and global economies.	English: 11.5, 12.5 History and Social Science: GOVT.15, VUS.14, WG.15, WG.16, WG.17, WHIL.14	Business Administration- Understand economic systems to be able to recognize the environments in which businesses function.
Analyze the reasons an individual travels.	English: 11.5, 12.5 History and Social Science: GOVT.12, VUS.14, WG.14, WHIL.14	Business Administration- Acquire foundational knowledge of customer/client/business behavior to understand what motivates decision-making. Marketing- Acquire a foundational knowledge of

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		<p>product/service management to understand its nature and scope.</p> <p>Acquire product knowledge to communicate product benefits and to ensure appropriateness of product for the customer.</p> <p>Employ product-mix strategies to meet customer expectations.</p>
Identify types of lodging properties and ownership structures.	<p>English: 11.5, 12.5</p> <p>History and Social Science: GOVT.15</p>	<p>Business Administration-</p> <p>Apply knowledge of business ownership to establish and continue business operations.</p> <p>Reinforce company's image to exhibit the company's brand promise.</p>
Identify the primary evaluation and rating systems for lodgings.	English: 11.5, 12.5	<p>Business Administration-</p> <p>Utilize information-technology tools to manage and perform work responsibilities.</p>
Apply basic industry terminology.	English: 11.5, 12.5	
Planning for a Career in Lodging Management and Operations		
Describe the career progression opportunities in various areas of the hospitality industry.	English: 11.5, 12.5	<p>Business Administration-</p> <p>Utilize career-advancement activities to enhance professional development.</p> <p>Marketing-</p> <p>Participate in career planning to enhance job-</p>

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		success potential.
Evaluate the personal qualifications and skills needed for success and advancement in the hospitality industry.	English: 11.5, 12.5	Business Administration- Develop personal traits to foster career advancement. Marketing- Participate in career planning to enhance job-success potential.
Analyze the value of diversity in the workplace.	English: 11.5, 12.5 History and Social Science: GOVT.16	Marketing- Understand responsibilities in marketing to demonstrate ethical/legal behavior.
Identify leadership styles.	English: 11.5, 12.5	Business Administration- Employ leadership skills to achieve workplace objectives.
Describe steps for seeking employment in the hospitality industry.	English: 11.1, 11.2, 11.5, 11.6, 11.7, 11.8, 12.1, 12.2, 12.5, 12.6, 12.7, 12.8	Business Administration- Implement job-seeking skills to obtain employment. Marketing- Participate in career planning to enhance job-success potential.
Summarize the principal employee benefits offered in the lodging industry.	English: 11.5, 12.5	

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Explain how to leave a job professionally.	English: 11.5, 11.7, 11.8, 12.5, 12.7, 12.8	Marketing- Participate in career planning to enhance job-success potential.
Research postsecondary and industry-sponsored continuing education opportunities.	English: 11.8, 12.8	Marketing- Participate in career planning to enhance job-success potential.
Analyze trends that influence career development.	English: 11.5, 12.5 History and Social Science: GOVT.12, GOVT.15, VUS.14, WG.15, WG.16, WG.17, WHII.14	Marketing- Participate in career planning to enhance job-success potential.
Communicating Professionally on the Job		
Demonstrate verbal and nonverbal communication skills needed in the lodging industry.	English: 11.1, 12.1	Business Administration- Apply verbal skills to obtain and convey information. Communicate with staff to clarify workplace objectives. Write internal and external business correspondence to convey and obtain information effectively.
Demonstrate written business communication skills needed in the lodging industry.	English: 11.7, 11.8, 12.7, 12.8	Business Administration- Record information to maintain and present a report of business activity.

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		Write internal and external business correspondence to convey and obtain information effectively.
Identify communication tools for successful guest relations.	English: 11.5, 12.5	Marketing- Employ product-mix strategies to meet customer expectations. Understand sales processes and techniques to enhance customer relationships and to increase the likelihood of making sales.
Describe problem-solving skills.	English: 11.5, 12.5 History and Social Science: GOVT.1	Business Administration- Manage stressful situations to minimize potential negative impact. Utilize critical-thinking skills to determine best options/outcomes.
Demonstrate interpersonal skills required of supervisors in the lodging industry.	English: 11.1, 12.1 History and Social Science: GOVT.16	Business Administration- Apply active listening skills to demonstrate understanding of what is being said. Participate in career planning to enhance job-success potential.
Demonstrate professional communication etiquette.	English: 11.1, 11.6, 12.1, 12.6 History and Social Science: GOVT.16	Business Administration- Apply active listening skills to demonstrate understanding of what is being said.

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		<p>Apply verbal skills to obtain and convey information.</p> <p>Use social media to communicate with a business's stakeholders.</p>
Explain the process for handling different types of communication in the lodging industry.	<p>English: 11.5, 12.5</p> <p>History and Social Science: GOVT.16</p>	<p>Business Administration-</p> <p>Apply verbal skills to obtain and convey information.</p> <p>Use social media to communicate with a business's stakeholders.</p> <p>Write internal and external business correspondence to convey and obtain information effectively.</p>
Examining Marketing and Public Relations Functions in the Lodging Industry		
Describe the relationships among marketing, sales, and operations in the lodging industry.	English: 11.5, 12.5	
Explain the benefits of market research and planning.	English: 11.5, 12.5	<p>Marketing-</p> <p>Understand marketing-research activities to show command of their nature and scope.</p>
Describe primary and secondary research methods and their value.	<p>English: 11.5, 12.5</p> <p>History and Social Science: GOVT.1, WHII.1</p>	<p>Marketing-</p> <p>Understand marketing-research design considerations to evaluate their appropriateness for the research problem/issue.</p>

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	Mathematics: AFDA.8, PS.1*, PS.2*, PS.7*, PS.8*, PS.9*	
Identify the elements of a property analysis.	English: 11.5, 12.5 History and Social Science: GOVT.1, GOVT.12, GOVT.15, VUS.1, VUS.14, WG.1, WG.15, WG.16, WG.17, WHI.14	Marketing- Understand data-collection methods to evaluate their appropriateness for the research problem/issue.
Examine market segments within the lodging industry.	English: 11.5, 12.5	Marketing- Select target market appropriate for product/business to obtain the best return on marketing investment (ROMI).
Differentiate among the revenue generators.	English: 11.5, 12.5	Marketing- Acquire a foundational knowledge of promotion to understand its nature and scope. Understand promotional channels used to communicate with targeted audiences. Understand the use of an advertisement's components to communicate with targeted audiences. Understand the use of public-relations activities to communicate with targeted audiences.
Analyze market segments and the marketing mix to increase market share.	English: 11.5, 12.5 History and Social Science: GOVT.15	Marketing- Employ product-mix strategies to meet

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		customer expectations. Select target market appropriate for product/business to obtain the best return on marketing investment (ROMI).
Identify the marketing functions and their roles in the lodging industry.	English: 11.5, 12.5 History and Social Science: GOVT.15	Business Administration- Understand marketing's role and function in business to facilitate economic exchanges with customers.
Analyze the role of digital marketing in the lodging industry.	English: 11.5, 12.5 History and Social Science: GOVT.9, GOVT.15	
Examining Human Resources and Supervisory Functions		
Identify the role of the human resources department.	English: 11.5, 12.5	Business Administration- Manage staff growth and development to increase productivity and employee satisfaction. Resolve staff issues/problems to enhance productivity and improve employee relationships. Staff a business unit to satisfy work demands while adhering to budget constraints. Understand the role and function of human resources management to obtain a foundational

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		knowledge of its nature and scope.
Describe the responsibilities of a supervisor.	English: 11.5, 12.5	Business Administration- Employ leadership skills to achieve workplace objectives. Manage staff growth and development to increase productivity and employee satisfaction.
Examine methods for recruiting and retaining employees.	English: 11.5, 12.5	Business Administration- Manage staff growth and development to increase productivity and employee satisfaction. Staff a business unit to satisfy work demands while adhering to budget constraints.
Explain the hiring and dismissal processes in the lodging industry.	English: 11.5, 12.5	Business Administration- Staff a business unit to satisfy work demands while adhering to budget constraints. Understand human-resource laws and regulations to facilitate business operations.
Describe methods for motivating employees.	English: 11.5, 12.5	Business Administration- Implement organizational skills to facilitate others' work efforts. Manage staff growth and development to

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		increase productivity and employee satisfaction.
Demonstrate the steps of conducting an employee evaluation.	English: 11.5, 12.5	Business Administration- Communicate with staff to clarify workplace objectives. Manage staff growth and development to increase productivity and employee satisfaction.
Examining Sales Functions in the Lodging Industry		
Demonstrate the steps of the selling process.	English: 11.5, 12.5	Business Administration- Apply active listening skills to demonstrate understanding of what is being said. Apply verbal skills to obtain and convey information. Marketing- Acquire a foundational knowledge of selling to understand its nature and scope. Understand sales processes and techniques to enhance customer relationships and to increase the likelihood of making sales.
Identify sources for potential sales leads.	English: 11.5, 12.5	Marketing- Acquire a foundational knowledge of selling to

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		understand its nature and scope.
Demonstrate negotiating skills.	English: 11.1, 12.1	Marketing- Acquire product knowledge to communicate product benefits and to ensure appropriateness of product for the customer.
Analyze typical ways clients select a lodging.	English: 11.2, 11.5, 12.2, 12.5	Marketing- Understand sales processes and techniques to enhance customer relationships and to increase the likelihood of making sales.
Describe tools for conducting follow-up with guests.	English: 11.5, 12.5 Mathematics: AFDA.8, PS.7*, PS.8*, PS.9*	Marketing- Develop data-collection instruments to facilitate data-collection process.
Examining Lodging Front-office Functions		
Describe the organizational structure of the front office.	English: 11.5, 12.5	
Define the role and responsibilities of the guest-services agent.	English: 11.5, 12.5	Business Administration- Understand the nature of customer relationship management to show its contributions to a company.
Explain the need for accommodations for guests with disabilities.	English: 11.5, 12.5 History and Social Science: GOVT.11, GOVT.16, VUS.13	Business Administration- Resolve conflicts with/for customers to encourage repeat business. Marketing-

Task	SOL Correlations	National MBA Research Standards
		Acquire product knowledge to communicate product benefits and to ensure appropriateness of product for the customer.
Explain the importance of agent-guest dialogue before, during, and after check-in.	English: 11.5, 11.7, 11.8, 12.5, 12.7, 12.8 History and Social Science: GOVT.16	Business Administration- Apply active listening skills to demonstrate understanding of what is being said. Apply verbal skills to obtain and convey information. Resolve conflicts with/for customers to encourage repeat business. Marketing- Acquire product knowledge to communicate product benefits and to ensure appropriateness of product for the customer. Foster positive relationships with customers to enhance sales.
Describe how technology can enhance the check-in and checkout experience.	English: 11.5, 12.5	Business Administration- Understand the nature of customer relationship management to show its contributions to a company.
Examine incentive programs for frequent guests.	English: 11.5, 12.5	Business Administration-

Task	SOL Correlations	National MBA Research Standards
		<p>Foster positive relationships with customers to enhance company image.</p> <p>Marketing-</p> <p>Understand sales processes and techniques to enhance customer relationships and to increase the likelihood of making sales.</p>
Compare types of reservations and the information required to process them.	English: 11.5, 12.5	
Describe the relationship between the night audit and front-office operations.	English: 11.5, 12.5	<p>Business Administration-</p> <p>Record information to maintain and present a report of business activity.</p> <p>Write internal and external business correspondence to convey and obtain information effectively.</p>
Examining Housekeeping Functions		
Describe the responsibilities of the housekeeping team.	English: 11.5, 12.5	
Explain housekeeping's role in guest satisfaction and repeat business.	English: 11.5, 12.5	
Describe the procedures for handling biohazardous materials.	<p>English: 11.5, 12.5</p> <p>History and Social Science: GOVT.15</p>	<p>Business Administration-</p> <p>Adhere to health and safety regulations to support a safe work environment.</p>

Task	SOL Correlations	National MBA Research Standards
	Science: BIO.1, CH.1	Implement safety procedures to minimize loss.
Describe the procedures for cleaning guest rooms.	English: 11.5, 12.5	
Explain how weekly business forecasts influence housekeeping staffing.	English: 11.5, 12.5	
Explain how the housekeeping department prioritizes room cleaning.		Business Administration- Acquire foundational knowledge of customer/client/business behavior to understand what motivates decision-making.
Analyze the effect of time and materials spent on guest room preparation on overall lodging operations.	English: 11.5, 12.5 Mathematics: A.4	Business Administration- Acquire foundational knowledge of customer/client/business behavior to understand what motivates decision-making.
Explain procedures for guest room inspection.	English: 11.5, 12.5	
Performing Food and Beverage Functions		
Define event services and associated duties.	English: 11.5, 12.5	
Describe the types of banquet service.	English: 11.5, 12.5	
Describe the organization and structure of the food and beverage department.	English: 11.6, 11.7, 11.8, 12.6, 12.7, 12.8	

Task	SOL Correlations	National MBA Research Standards
Analyze the contribution of catering sales and food and beverage to lodging profitability.	English: 11.5, 12.5 Mathematics: A.4	Business Administration- Manage financial resources to ensure solvency.
Describe the food and beverage purchasing process.	English: 11.5, 12.5	Marketing- Manage channel activities to minimize costs and to determine distribution strategies.
Demonstrate table settings for breakfast, lunch, and dinner.		
Describe the duties of food and beverage staff positions.	English: 11.5, 12.5	
Explain a standard room setup.	English: 11.5, 12.5	
Examine the legal implications of controlled substances service and staff intervention.	English: 11.5, 12.5	Business Administration- Acquire foundational knowledge of business laws and regulations to understand their nature and scope.
Describe food handling and storage fundamentals.	English: 11.5, 12.5	Business Administration- Adhere to health and safety regulations to support a safe work environment.
Describe sanitation and safety procedures.	English: 11.5, 12.5	Business Administration- Adhere to health and safety regulations to support a safe work environment.
Describe room-service procedures.	English: 11.5, 12.5	
Evaluating Security, Safety, and Confidentiality		

Task	SOL Correlations	National MBA Research Standards
Explain lodging safety and emergency threats and procedures.	English: 11.5, 12.5	Business Administration- Adhere to health and safety regulations to support a safe work environment. Implement safety procedures to minimize loss.
Summarize procedures for managing vendors and contractors.	English: 11.5, 12.5	
Describe the key-control policy.	English: 11.5, 12.5	Business Administration- Develop policies/procedures to protect workplace security.
Evaluate the typical hotel lost-and-found policy.	English: 11.5, 12.5	
Describe the responsibilities of various departments regarding lodging security.	English: 11.5, 12.5	Business Administration- Develop policies/procedures to protect workplace security. Implement safety procedures to minimize loss.
Analyze basic legal responsibilities of the lodging related to safety and security.	English: 11.5, 12.5 History and Social Science: GOVT.11, GOVT.16	Business Administration- Acquire foundational knowledge of business laws and regulations to understand their nature and scope. Explore the regulatory environment of United States' businesses to understand the diversity of regulations.

Task	SOL Correlations	National MBA Research Standards
Explain why security management guidelines are needed for a lodging property.	English: 11.5, 12.5	Marketing- Determine technology security issues to protect customer information and company image.
Interpret guest and employee rights to confidentiality.	English: 11.5, 12.5 History and Social Science: GOVT.11	Business Administration- Acquire foundational knowledge of business laws and regulations to understand their nature and scope. Explore the regulatory environment of United States' businesses to understand the diversity of regulations.
Research workplace safety procedures and OSHA requirements.	English: 11.8, 12.8 History and Social Science: GOVT.7, GOVT.9, GOVT.14, GOVT.15, VUS.13	Business Administration- Adhere to health and safety regulations to support a safe work environment. Explore the regulatory environment of United States' businesses to understand the diversity of regulations.
Examining Engineering Functions		
Describe the organization and structure of the engineering department.	English: 11.5, 12.5	
Identify basic systems maintained by engineering and maintenance operations.		
Explain why preventive	English: 11.5, 12.5	

Task	SOL Correlations	National MBA Research Standards
maintenance controls and procedures are needed within a lodging.		
Performing Financial Functions		
Explain the relationship between purchasing and other departments.	English: 11.5, 12.5	Business Administration- Implement purchasing activities to obtain business supplies, equipment, resources, and services.
Describe the organization and structure of the accounting department.	English: 11.5, 12.5	
Identify the primary functions of the revenue management team.	English: 11.5, 12.5	
Identify the internal and external users of financial information.	English: 11.5, 12.5	
Identify major categories of purchases.		
Analyze how department revenues and expenses affect the lodging's profit margin.	English: 11.5, 12.5	Business Administration- Implement expense-control strategies to enhance a business's financial well-being. Manage financial resources to ensure solvency.