

Pathway Assessment Blueprint

Lodging



Specific Competencies and Skills Tested in this Assessment:

General Hospitality and Tourism Technical Skills

- Demonstrate knowledge of hospitality and tourism management (e.g., no-shows, overbooking)
- Apply marketing strategies and techniques within a hospitality and tourism context
- Apply customer service techniques in a hospitality and tourism context
- Identify elements of geography and climate that affect the hospitality and tourism industry

Lodging Services Technical Skills

- Identify functions performed by different divisions/operations/classifications in lodging industry
- Apply understanding of guest registration, rate, room procedures, yield management
- Provide guest information services/assistance to enhance guest satisfaction (i.e., concierge services)
- Apply understanding of check-out procedures to ensure guest satisfaction and settlement of account
- Apply understanding of housekeeping procedures to ensure guest satisfaction/operation cleanliness
- Apply knowledge of lodging operation security/legal issues to ensure guest safety and privacy

Academic Foundations

- Apply reading skills in a hospitality and tourism career environment
- Apply writing skills in a hospitality and tourism career environment
- Apply mathematical skills in a hospitality and tourism career environment
- Apply knowledge of economics in a hospitality and tourism career environment

Systems

- Describe the relationship of roles and responsibilities among hospitality and tourism professionals
- Analyze impact on hospitality and tourism systems based on influences such as changes in technology, etc.

Specific Competencies and Skills continued:

Ethics and Legal Responsibilities

- Apply appropriate laws, regulations, industry standards to hospitality/tourism situations
- Identify ethical issues and demonstrate ethical behavior in hospitality and tourism situations

Communications

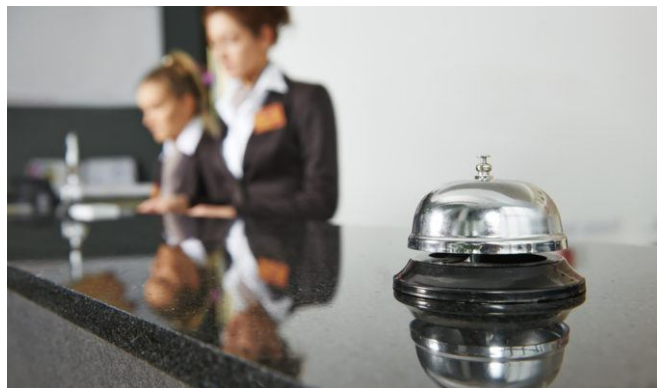
- Locate, organize, reference written information to communicate with coworkers/clients
- Develop/deliver formal/informal presentations using media to engage/inform diverse audiences
- Apply listening skills; interpret verbal/nonverbal behaviors to communicate with coworkers/clients
- Interpret and use tables, charts, and figures

Information Technology Applications

- Use word processing, presentation, and email applications to prepare communications
- Use spreadsheet and database applications to manage and communicate data and information

Problem Solving, Critical Thinking, and Decision Making

- Use problem solving/critical thinking to locate information about problems and determine causes
- Use problem solving/critical thinking; determine root causes of problems; evaluate solutions



Leadership and Teamwork

- Exhibit leadership qualities to improve the quality of work and the work environment
- Work effectively in a team environment to improve the quality of work and the work environment

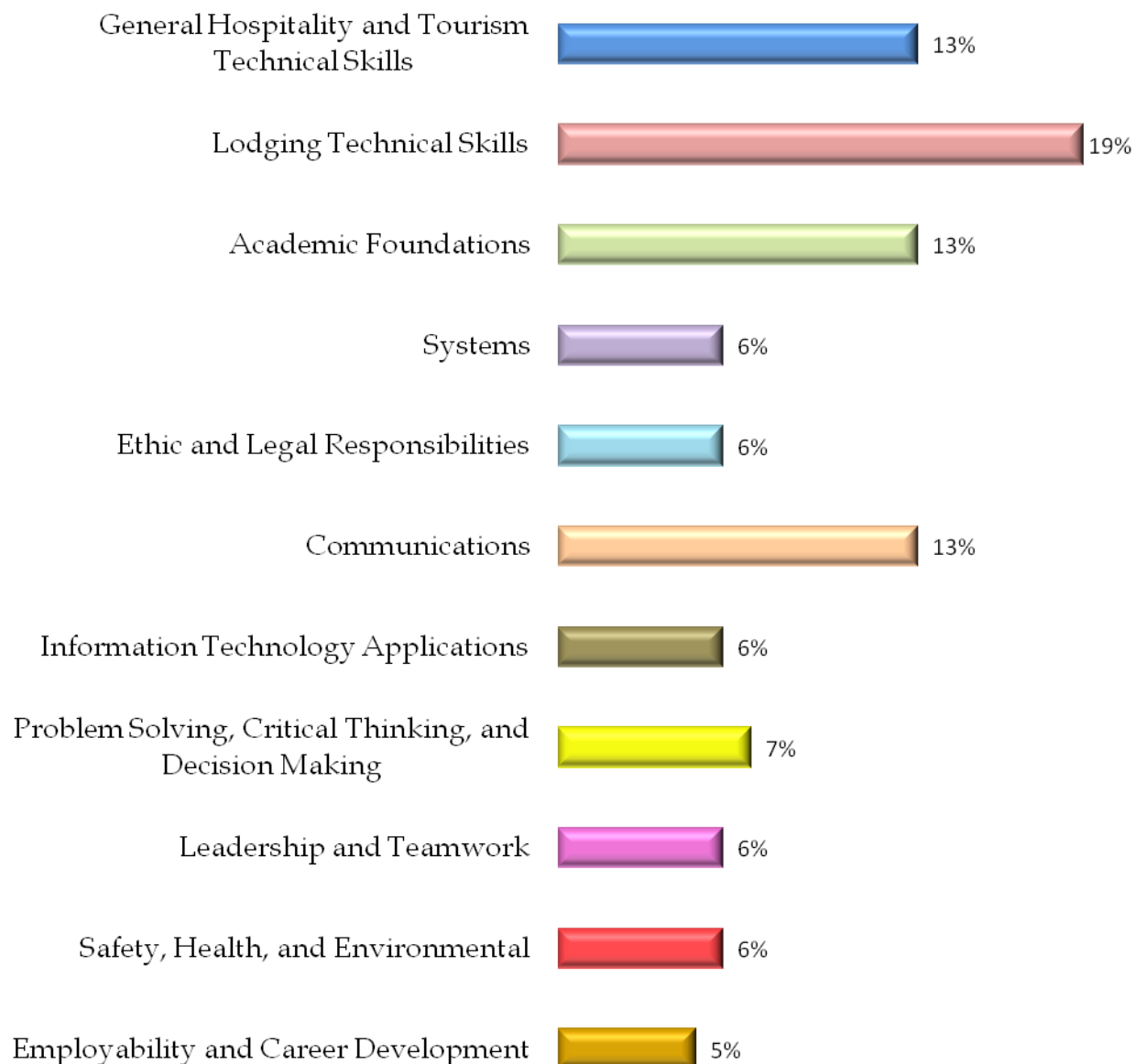
Specific Competencies and Skills continued:

Safety, Health, and Environmental

- Identify/practice appropriate safety and health procedures for hospitality and tourism occupations
- Demonstrate emergency/first-aid knowledge and procedures for hospitality and tourism occupations

Employability and Career Development

- Demonstrate employability skills related to a career in hospitality and tourism
- Pursue career development skills to advance in hospitality and tourism careers

Written Assessment:**Administration Time:** 2 hours**Number of Questions:** 103**Areas Covered:**

Sample Questions:

Dividing the total consumer market into small groups of potential customers is referred to as market

- A. segmentation
- B. research
- C. integration
- D. development

Airlines often offer faster boarding services using

- A. electronic ticketing
- B. ATMs
- C. text messages
- D. passwords

When an employee is given an oral presentation, he/she should speak

- A. clearly and confidently
- B. in a low voice
- C. quickly and urgently
- D. in a monotone voice

Food preparation surfaces should be cleaned and sanitized

- A. after every shift
- B. twice a day
- C. after every item prepped
- D. at the end of the day

An appropriate job duty for a lodging security officer would be to

- A. document details surrounding an incident
- B. use physical force
- C. search the guest rooms for evidence
- D. lock all individuals in a room following an incident

Which of the following terms is correctly spelled?

- A. gretuity
- B. cordination
- C. reservations
- D. resturant

Sample Questions (continued)

An example of body language that conveys interest in what a speaker is saying is

- A. repeatedly gazing over the speaker's shoulder
- B. crossing your arms
- C. stifling a yawn
- D. leaning forward slightly

Combining address file data with a form letter is called

- A. mail merge
- B. a personal letter
- C. a business letter
- D. auto-addressing

Industry standards dictate that in a hotel, front office communications should be noted in

- A. payment vouchers
- B. the guest folios
- C. accounts payable
- D. the log book

The concierge in a full-service hotel

- A. makes sure the hotel rooms are properly cleaned
- B. checks guests into hotel rooms
- C. offers suggestions for attractions in the area
- D. researches the target market of the hotel