

CTE Course Description and Standards Crosswalk

Course Information

Course Name	S.T.A.R.T. (Skills, Tasks, and Results Training) in Tourism/Management
Course Number	83300
Number of High School Credits	.5
Sequence or CTEPS (You must first have the Sequence or CTEPS entered into the EED-CTE system.)	Culinary Arts/Food Service, Travel Coordinator,
Date of district Course Revision	October 2013

Career & Technical Student Organization (CTSO)

CTSO embedded in this sequence	BPA/SkillsUSA
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Occupational Standards

Source of Occupational Standards	American Association of Family and Consumer Science (AAFCS)
Names/Numbers of Occupational Standards	Culinary/Tourism

Registration Information

Course Description (brief paragraph – as shown in your student handbook or course list)	In S.T.A.R.T. (Skills, Tasks, and Results Training), students learn essential knowledge in the areas of hospitality, rooms, and food and beverage service. Attention is given to customer service, facilities management, guest services, and food and beverage management. Students gain practical experience in the hospitality industry through a variety of training opportunities. This course is for those students seeking exposure to the hospitality industry, but whose career pathway may be geared to a supporting job opportunity.
Instructional Topic Headings (please separate each heading by a semi-colon)	Hospitality Orientation (Hospitality/Careers, Guest Services, Professionalism, Safety & Security); Rooms Division (Front Desk Representative, Reservationists, PBX Operator, Bell Services Attendant, Guestroom attendant, Maintenance Worker, Laundry Attendant, Public Space Cleaner); Food and Beverage Division (Restaurant Server, Banquet, Banquet Setup Employee, Bus Person); Encourage Career and Technical Student Organization (CTSO) Involvement, Particularly Family, Career and Community Leaders of America (FCCLA) and Business Professionals of America

Summative Assessments and Standards

Technical Skills Assessment (TSA)	Yes
Course addresses:	ServeSafe
New Alaska ELA and Math Standards	Yes
Alaska Cultural Standards	Yes
All Aspects of Industry (AAI)	Yes
Core Technical Standards	Yes
Employability Standards	Yes

Employability Standards

Source of Employability Standards	State of Alaska
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Tech Prep

DISTRICT NAME: Mat-Su Borough School District

Current Tech Prep Articulation Agreement? (Y/N)	No
Date of Current Agreement	
Postsecondary Institution Name	
Postsecondary Course Name	
Postsecondary Course Number	
# of Postsecondary Credits	

Additional CTE Course Information

Author	
Course developed by	Revised by K. Kern
Course adapted from	START
Date of previous course revision	May 2008
Course Delivery Model	
Is the course brokered through another institution or agency? (Y/N)	No

Standards Alignment

Student Performance Standards (Learner Outcomes or Knowledge & Skill Statements)	Specific Occupational Skills Standard	Common Technical Core Standards	New Alaska ENG/LA Standards	New Alaska Math Standards	Alaska Cultural Standards	Employability/ Career Readiness Standards	All Aspects of Industry/ Systems	Assessment
Practice time management and organizational skills.	03.7.4, 3.7.7	HT-TT 1,2,12		N-2.3	D.6 B2,3,4	A1, A2, A7	P, M, C, PT, WH, TP, L	YES (Youth Employability Skills)
Will understand and demonstrate customer service skills.	03.3.3, 03.3.1, 3.3.2, 3.3.8	HT- TT3,7,10,1 1,12	W.11-12.7, SL.9-10.3, SL.11-12.3	A-REI.1	B2,3,4 C.4, D.6, E.6, E.7	A.1, A.2, A.5,6,7 B.1	B, C, WH, L	Brainbench- Workplace Fundamentals
Demonstrate an understanding of the tourism, hotel & lodging industries, and their components and services.	2.2.1, 2.3.1	HT- TT6,7,8,9,1 0,11,12	L.9-10.5, SL.9-10.4, L.9-10.6	A-CED.1.	B2,4	A.2, A.5	P, M, F, TP, PT, L, C, HSE, PWH	Brainbench- Hospitality Industry Knowledge
Describe and understand types of hotel ownership, organizational structure, and management of services and costs.	2.3.1, 2.5.1, 2.5.2	HT-TT6,8,9	SL.11-12.3, SL.9-10.6	S-MD.5, A-REI.1	B2,4	A2,5	B, M, L, F	Brainbench- Hospitality Industry Knowledge
Describe and practice a safe working environment and emergency procedures.	3.6.5, 3.6.6	HT-TT4,5	SL.11- 12.3, SL.9- 10.6		B2,4	A.1, A.2, A.6, A.7	M, HSE, WH, L	
Describe and practice correct sanitary and security issues	3.6.5	HT-TT4,5	SL.11-		A1	A.1, A.2, A.6,	HSE, WH,	SERV/Safe

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Student Performance Standards (Learner Outcomes or Knowledge & Skill Statements)	Specific Occupational Skills Standard	Common Technical Core Standards	New Alaska ENG/LA Standards	New Alaska Math Standards	Alaska Cultural Standards	Employability/ Career Readiness Standards	All Aspects of Industry/ Systems	Assessment
around food and beverage operations.			12.3, SL.9-10.6		B2,4 C2		TP, L	Sanitation Certificate
Identify and describe each state of the guest cycle and the associated departments and services provided.	01.03, 07.01	HT-TT 8,9,10,11,12	SL.11-12.3, SL.9-10.6	F-IF.6, S-IC.6	B2,4	A.2, A.5,	B, M, C, L	Brainbench-Hospitality Industry Knowledge
Describe and practice procedures for the operations of the front desk and reservations systems.	02.08, 03.01, 3.7.2, 05.01, 07.01 07.03	HT-TT12	WHST.11-12.10, WHST.11-12.6	S-IC.4, S-ID.7, S-MD.7	B2,4	A.1, A.2, A.5, B	B, M, C, PT, WH, TP, L, F	Brainbench-Hospitality Industry Knowledge
Be able to describe, use, and manage, various phone systems and phone calls.	02.03	HT-TT12	SL.9-10.2, SL.9-10.3, SL.9-10.4	S-MD.3, S-MD.5	B2,4	A.1, A.2, A.5,	C, PT, WH, TP	Brainbench-Telephone Etiquette
Identify criteria for price planning (i.e. rooms, menus, services).		HT-TT6,7,10,11	SL.11-12.2, SL.11-12.4, L.9-10.5	S-ID.4, S-ID.9, S-IC.6	B2,4	A.1, A.2, A.5,	B, M, C, TP, F	
Recognize entrepreneurship opportunities and the role of employer vs. employee.	2.5.1	BM3,5,6 HT4	L.9-12.6 SL.9-12.6	S-MD.6 S-IC.6	B2,4	A2,5	P, M, TP	BPA
Encourage CTSO involvement.	3.9.6	BM3,5,6	L.9-12.6 SL.9-12.6 SL.9-12.1.a-d		B2,3,4 C4 D6 E7,8	A2,5	P, TP, C, PWH	FCCLA
Research career opportunities in the Business and Hospitality and Tourism career areas.	3.8.5, 3.8.6	BM3,5,6 HT2,6	L.9-12.6 SL.9-12.6 WHST.9-12.6	S-MD.6 S-IC.6	B2,3,4	A1,2,3,4,5,6,7 B1,2,3,4,5	P, TP, PWH, C	BPA
Demonstrate safe use of tools and equipment, cyber safety and ergonomic safety in the workplace.	3.6.5, 3.6.3, 3.6.2, 3.7.8	BM5,6 IT4	L.9-12.6 WHST.9-12.8		B2,4	A1,6	HSE, PWH	AK EED Safety Manual Business & Information

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								Systems
Practice and promote ethics and ethical behavior in the workplace.	3.6.1, 3.6.2, 1.2.4	BM2,5,6 IT4	WHST.9-12.8	S-MD.6 S-IC.6	B2,3,4	A,1,2,5	P, M, F, TP, PT, L, C, HSE, PWH	CTSO Participation

Instructional Resources

List the major instructional resources used for this course: (websites, textbooks, essential equipment, reference materials, supplies)

All Aspects of Industry

- P - Planning
- M - Management
- F - Finance
- TP - Technical and Production
- PT - Principles of Technology
- L - Labor Issues
- C - Community Issues
- HSE - Health, Safety, and Environment
- PWH - Personal Work Habits

Recommended Textbooks:

- Skills, Tasks and Results Training (START) Textbook, American Hotel and Lodging Education Institute
- Skills, Tasks and Results Training (START) Lesson Plans book, American Hotel and Lodging Education Institute
- Skills, Tasks and Results Training (START) Skills Competency Checklist, American Hotel and Lodging Education Institute

Resources:

- SCANS (Secretary’s Commission on Achieving Necessary Skills) <http://www.scans.jhu.edu/>
- Career Cluster Resources www.careerclusters.org
- Hospitality/Business Alliance (HBA) www.ci-ahma.org/high_school_program_aps

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National Tour Association (NTA)

http://www.ntaonline.com/0.5978.1_889_0_12663.00.html

National Skills Standards Board (NSSB)

www.nssb.org

SkillsUSA (assessments)

<http://www.skillsusa.org/contests/html>

Alaska Hospitality Alliance Education Foundation

www.aha.org/displaycommon.cfm?an=3

American (Alaska) Hotel and Lodging Association

www.hospitalitynet.org

Alaska Restaurant & Beverage Association

www.4aha.org

National Restaurant Association

www.nraef.org/servsafe