

## Professional Technical Studies

### PATHWAY: Lodging

### CLUSTER: Hospitality & Tourism

#### Academics

- Summarizes how to use the “state of the economy” to plan products and services

#### Communication Skills

- Composes clearly, succinctly, and accurately to reflect professionalism
- Documents and cites the source of information

#### Problem Solving & Critical Thinking

- Applies forecasting skills to determine cost and profit
- Determines budget and funding needs for programs and requirements

#### Information Technology Applications

- Uses database and spreadsheet technology to manage information
- Applies computer skills to expedite workflow and enhance service

#### Systems

- Develops plans to improve organizational performance

#### Safety, Health, & Environment

- Practices personal safety while on work- related assignments

#### Ethics & Legal Responsibilities

- Interprets ethical and legal guidelines to solve legal and ethical issues
- Demonstrates awareness of responsibilities for different positions

#### Employability & Career Development

- Examines an independently owned facility
- Determines the chain of command

#### Technical Skills

- Applies customer service skills to ensure guest satisfaction

#### Leadership & Teamwork

- Observes outstanding leaders to identify effective management styles
- Models leadership and teamwork qualities