



# LODGING MANAGEMENT PROGRAM



The Next Generation of Hospitality

## YOUR STUDENTS CAN BE THE NEXT GENERATION OF HOSPITALITY.

Today's lodging industry is looking for people who enjoy variety, challenge, and above all, people. If this sounds like the young people you teach, the lodging industry is waiting for your students.

The Lodging Management Program (LMP) provides your students with the classroom learning and real-life work experiences needed to take advantage of the boundless opportunities in lodging.

### **“My students want to go to college. Is LMP right for them?”**

The path to a lodging career may include a trip to a community college or university, where your students can study hospitality management, travel and tourism, or culinary arts. Many colleges have on-campus hotels where your students get hands-on experience; others offer internships or mentoring opportunities with industry professionals. All give your students the knowledge and skills needed to enter supervisory or management positions in lodging.

### **Will LMP prepare my students to enter the work force?**

Not everyone in lodging goes through college. In fact, lodging is one of the few industries where a degree is not necessary for career success. There are many examples of general managers and corporate executives who started as dishwashers and bellmen and rose through the ranks because of their motivation and drive. Your LMP classes will give your students a head start on their hospitality careers.



### **“What about the future? Is lodging a career with long-term prospects?”**

Lodging hospitality continues to grow, and with it the need for qualified workers at all levels. While job growth in the United States has been estimated at 14 percent between now and 2014, hospitality industry growth is expected to rise by nearly 18 percent. And the figure is even higher for lodging managers, at 27 percent! Job opportunities are waiting for the right people with the right skills and knowledge to lead effectively.



To learn more, visit [www.ahlei.org/LMP](http://www.ahlei.org/LMP), or call 407-999-8115.



Today's hospitality industry is looking for people who enjoy variety, challenge, and above all people. AHLEI's Lodging Management Program (LMP) provides 11th and 12th grade students with the classroom learning and real-life work experiences needed to take advantage of the boundless opportunities in lodging.

LMP immerses the student into the world of hospitality. This two year program will introduce students to the lodging industry and teach them the management principles that will enable them to achieve success in a hospitality leadership role. Topics covered in the 360-hour program include lodging management, front office and housekeeping management, leadership skills, marketing and sales, and food and beverage service. Through internships arranged as part of their LMP class, students can explore the variety of job opportunities open to them in the hotel industry.

Completing this program will open many doors of opportunity and set students on an exciting career path or on to a college degree.

“Our members have a need for qualified employees. Through the LMP, we are developing high school students and getting them interested in the industry at a young age, so they will want to become those great employees everyone is looking for.”

Laura Rumer  
Education Director  
Florida Restaurant & Lodging Association

# **LODGING MANAGEMENT PROGRAM**

Here is what's included in the program:

## Student Textbooks (Year 1/Year 2)

The two textbooks teach valuable hospitality business and lodging management concepts in an easy-to-understand format. Industry profiles, key terms, fun lodging facts, legal concepts, and numerous exhibits and activities keep learning interesting. Icons identify math and communications skills throughout both textbooks.

## Student Workbooks (Year 1/Year 2)

In-class activities, homework assignments, and projects to reinforce textbook concepts are included in these softbound books. Activities build vocabulary, writing, math, reading, critical thinking, and computer and technology skills within a lodging context.

## Teacher Materials

Implementing the Lodging Management Program is easy with these comprehensive teacher resources.

- Lesson plans
- PowerPoint slides
- Assessments
- Workbook—Teacher's Edition

## LMP Instructor Resource Guide

This guide provides all the information teachers need to implement the Lodging Management Program in their local school and community. The guide provides valuable information, including:

- School-to-career general information
- Program information and learning objectives
- Roles and responsibilities of LMP participants and partners
- Coordination and implementation guidelines
- Post-secondary articulation information
- Final exam procedures
- LMP template documents

## Workplace Competency Checklist

Students, teachers, and worksite mentors can gauge students' mastery of skills practiced during work experiences. The checklists include places to evaluate task performance, work habits, and applied knowledge.

## Videos/DVDs

More than 20 videos are available for purchase to use with the Lodging Management Program curriculum. These are professional, industry-related products created by the Educational Institute and are the same videos/DVDs used to train employees in the lodging industry.



## Lodging Management Program Curriculum

The LMP's learning objectives correspond to competency lists used in the Educational Institute's post-secondary curriculum and form the basis for articulation agreements between your school and local community colleges and universities. All competencies are supported by extensive research, including industry focus groups, surveys, and reviews. Here's what your students will learn:

### Year 1

#### Unit 1 Overview of Lodging Management

- Chapter 1 Organization and Structure
- Chapter 2 Guest Service
- Chapter 3 Safety and Security

#### Unit 2 Rooms Division

- Chapter 4 The Guest Cycle
- Chapter 5 Telecommunications
- Chapter 6 Reservations
- Chapter 7 Registration
- Chapter 8 Check-Out and Settlement
- Chapter 9 The Front Office Audit

#### Unit 3 Housekeeping Management

- Chapter 10 Housekeeping Management
- Chapter 11 Carpet Construction and Maintenance
- Chapter 12 Housekeeping Inventory
- Chapter 13 Guestroom Cleaning
- Chapter 14 On-Premises Laundry Management

#### Unit 4 Careers

- Chapter 15 Careers

### Year 2

#### Unit 1 Leadership and Management

- Chapter 1 Leadership and Management
- Chapter 2 Communication Skills
- Chapter 3 Team Building
- Chapter 4 Career Development

#### Unit 2 Sales and Marketing

- Chapter 5 Hospitality Sales and Marketing
- Chapter 6 Selling Is Everyone's Job
- Chapter 7 Telephone Sales
- Chapter 8 Catering and Meeting Room Sales
- Chapter 9 The Marketing Plan
- Chapter 10 Advertising and Public Relations

#### Unit 3 Food and Beverage Service

- Chapter 11 Hotels and the Food Service Industry
- Chapter 12 The Menu
- Chapter 13 Dining and Beverage Service
- Chapter 14 Hotel Food Service Outlets
- Chapter 15 Sanitation
- Chapter 16 Event Planning

### Teacher Certification from the Educational Institute

Teachers who successfully complete all three levels of the CHI Summer Institute and perform 120 hours of internship will receive the Certified Hospitality Instructor (CHI) certification from the Educational Institute. This provides a great opportunity for teachers as State Departments of Education move towards requiring certification in your specialized field.



### Get Acknowledgment for your Students Hospitality Skills through the CRDS Program

After earning certificates for successful completion of the LMP Year1 and Year 2 exams, students can earn the Certified Rooms Division Specialist Certification. Successful completion of the CRDS program is recognized with a certificate and lapel pin.



# NATIONAL STUDENT COMPETITION FOR RECOGNITION AND SCHOLARSHIPS

Every year, the leading LMP student teams in the country gather in Orlando, Florida to compete in the LMP National Competition. Students have the opportunity to showcase their knowledge and skills, network with hospitality industry leaders and educators, and earn thousands of dollars in scholarships.

## Events include:

### Hotel Operations:

Students apply their knowledge in a three-part challenge: room inspections, in which students have 10 minutes to find 10 housekeeping cleaning errors in a typical guestroom using an executive housekeeping checklist; night audit, in which teams perform financial calculations and manually post front desk accounting information; and case studies in food and beverage and sales and marketing.



### The Hospitality Project:

Teams demonstrate their knowledge, skills, and abilities in event planning. They are given a scenario that includes budget parameters, invitation design, banquet event order, menu, and floor plan.

### The Knowledge Bowl:

Teams demonstrate their knowledge through a multi-round, question-and-answer Jeopardy-style quiz.



# Typical Hospitality Career Ladder

General Manager \$100,000
Controller \$78,500
Sales & Marketing Director \$75,350
Human Resources Director \$75,000
Executive Chef \$71,100
Director of Catering \$65,400
Director of Security \$60,000
Front Office Director \$51,200
Assistant General Manager \$47,700
Executive Housekeeper \$47,700
Sales Manager \$46,100
Convention Services Manager \$45,300
Sous Chef \$36,000
Line Cook \$24,200
Front Desk Associate \$21,000
Housekeeping Attendant \$19,000

## Climb the Ladder to Success

A career in hospitality offers your students an exciting professional future that allows them to put their goals, interests, and abilities to good use in a field with limitless potential.



Information based on 2009 Survey provided by WageWatch, Inc.  
888-330-9243

Please note that the salaries reflected for the lodging industry are the median average rate and each position has the potential to earn a higher salary.





shop



join



watch



follow



text



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