

**A Correlation of *Hospitality & Tourism Management*, Second Edition
to the**

Texas TEKS

**Practicum in Hospitality and Tourism (130.261)
Hotel Management (130.259)
Hospitality Services (130.260)**

Table of Contents

Practicum in Hospitality and Tourism (130.261)	2
Hotel Management (130.259)	5
Hospitality Services (130.260)	9

**Hospitality & Tourism Management, Second Edition
Correlations**

Standard	Performance Indicators (for internal use only in correlations identification)	Hospitality & Tourism Management, Second Edition Section Number
Texas Practicum in Hospitality and Tourism (130.261)		
<p>* An "EOC" after the chapter number indicates that the standard is covered in the End-of-Chapter questions or activities.</p>		
<p>130.261.c.1 The student demonstrates professional standards/employability skills as required by business and industry.</p>	<p>The student is expected to:</p> <ul style="list-style-type: none"> • research and produce a variety of relevant employment opportunities. • differentiate the essential workplace skills in the career acquisition process. • practice and complete employment-related documents such as job applications (written and electronic formats) and I-9 and W-4 forms. • model proper interview techniques in various situations. • formulate verbal, nonverbal, and written communication skills. • develop and properly use appropriate electronic communication tools. • display effective listening skills used in the workplace. 	<p>SE: 2.1, 2.2, 2.3, 2.4, CH2 EOC, 4.1, 4.2, 4.3, CH4 EOC</p>
<p>130.261.c.2 The student develops skills for success in the workplace.</p>	<p>The student is expected to:</p> <ul style="list-style-type: none"> • formulate and model appropriate grooming and appearance for the workplace. • model dependability, punctuality, and initiative. • display positive interpersonal skills such as respect for diversity. • differentiate types of diversity from both the employer and customer perspective. • exhibit appropriate business and personal etiquette in the workplace. • exhibit productive work habits, ethical practices, and a positive attitude. • integrate knowledge of personal and occupational safety practices in the workplace. • collaborate with others to support the organization and complete assigned tasks as a team. • organize work to fulfill responsibilities and meet deadlines. • compare and contrast the relationship of good physical and mental health strategies for job success and work-life balance. 	<p>SE: 2.1, 2.2, 2.3, 2.4, CH2 EOC, 4.1, 4.2, 4.3, 4.4, CH4 EOC, 9.4, 12.4, 20.6</p>
<p>130.261.c.3 The student compares and contrasts the importance of work ethics, employer expectations, interaction with diverse populations, and communication skills in the workplace.</p>	<p>The student is expected to:</p> <ul style="list-style-type: none"> • defend personal integrity as it affects human relations on the job. • study and develop characteristics of successful working relationships such as teamwork, conflict resolution, self-control, and ability to accept criticism. 	<p>SE: 3.2, 3.3, 4.1, 4.2, 4.3, 4.4, 21.4, 21.5</p>

Standard	Performance Indicators (for internal use only in correlations identification)	Hospitality & Tourism Management, Second Edition Section Number
	<ul style="list-style-type: none"> • analyze and defend employer expectations. • demonstrate respect for the rights of others. • compare and contrast the hospitality code of ethics and ethical standards. • support organizational policies and procedures. 	
130.261.c.4 The student applies academics with career-readiness skills.	<p>The student is expected to:</p> <ul style="list-style-type: none"> • apply mathematical skills to business transactions. • interpret data from documents such as tables, charts, and graphs to estimate and find solutions to problems. • organize and compose workplace business documents. 	SE: 3.2, 4.2, 6.3, 6.5, 6.6, CH6 EOC, 7.3, CH7 EOC, 11.2, CH13 EOC, 15.5, CH15 EOC, CH22 EOC, 23.1
130.261.c.5 The student applies ethical behavior standards, safety procedures, and legal responsibilities within the workplace.	<p>The student is expected to:</p> <ul style="list-style-type: none"> • compare and contrast published workplace policies. • apply responsible and ethical behavior. • evaluate provisions of state and federal labor laws. • evaluate the employer's and employee's fiduciary responsibilities to customers such as breach of confidentiality, safety, and privacy. 	SE: 2.1, 3.3, 4.1, 4.4, 6.4, 9.5, CH10 EOC, 11.1, 12.2, 12.5, CH12 EOC, 13.1, 19.3, 20.5
130.261.c.6 The student models strategies and technique to develop interpersonal skills.	<p>The student is expected to:</p> <ul style="list-style-type: none"> • model effective interpersonal and team-building skills involving situations with diverse individuals. • model leadership through participation in activities such as career and technical student organizations. 	SE: 21.2, 21.4, 21.5, CH21 EOC
130.261.c.7 The student evaluates advancement opportunities and career paths in the industry.	<p>The student is expected to:</p> <ul style="list-style-type: none"> • analyze future employment in occupational areas. • develop an entrepreneurial opportunity in the hospitality services area. • compare and contrast salaries, industry demands, and challenges for various jobs in hospitality services. • evaluate the changing global workplace and future trends using governmental and other resources. 	SE: 1.5, 2.1, 2.2, 2.3, 2.4, 22.1, 22.3
130.261.c.8 The student identifies skills and attributes necessary for professional advancement.	<p>The student is expected to:</p> <ul style="list-style-type: none"> • evaluate continuing education opportunities that enhance career advancement and promote lifelong learning. • formulate effective strategies to secure, maintain, and terminate employment. 	SE: 2.1, 2.2, 2.3, 2.4, CH2 EOC, 4.1, 4.2, 4.3, CH4 EOC
130.261.c.9 The student understands roles within teams, work units, departments, organizations, and the larger environment of the hospitality services industry.	<p>The student is expected to:</p> <ul style="list-style-type: none"> • explain the different types and functions of all departments such as food and beverage to understand their impact on customer service. • illustrate proficiency with duties in each of the departments of a hotel or tourism venue. 	SE: 2.2, 2.4, 5.1, 5.3, 6.1, 10.1, 10.2, 18.3, 20.4

SE = Student Edition; EOC = End of Chapter

©2013, 2021 National Restaurant Association Solutions, LLC. All rights reserved.

Standard	Performance Indicators (for internal use only in correlations identification)	Hospitality & Tourism Management, Second Edition Section Number
	<ul style="list-style-type: none"> • compare and contrast lodging properties. • analyze the differences between chain and franchise lodging operations. • explore the job duties in travel and tourism, recreation, and amusement and attraction venues. 	
<p>130.261.c.10 The student understands the knowledge and skills required for careers in the lodging industry.</p>	<p>The student is expected to:</p> <ul style="list-style-type: none"> • examine, understand, and articulate job-specific technical vocabulary. • explain technical procedures needed to meet guest needs such as registration, rate assignment, room assignment, and determination of payment methods. • research and create a meeting/event company. • evaluate current and emerging technologies to improve guest services. • determine the correct procedures for the traditional hotel guest cycle. 	<p>SE: 4.2, 5.3, 6.2, 6.3, 6.4</p>
<p>130.261.c.11 The student documents in manual and electronic format acquired technical knowledge and skills from coherent plan of study.</p>	<p>The student is expected to:</p> <ul style="list-style-type: none"> • produce a professional portfolio to include information such as: <ul style="list-style-type: none"> • a current resume. • official documentation of attainment of technical skill competencies. • recognitions, awards, and scholarships. • community service activities. • student organization participation. • practicum supervisor evaluations. • letters of recommendation. • cover letters. • documentation of preparation for state or national industry certification such as food sanitation certification. • present the portfolio to interested stakeholders. • evaluate employment options, including salaries and benefits. • determine effective money management and financial planning techniques to manage: <ul style="list-style-type: none"> • insurance and benefits. • taxes. • retirement. • relocation costs. • a budget. • housing costs. • develop a personal budget based on career choice using effective money management and financial planning techniques. • any other supporting documents. • transportation costs. 	<p>SE: 2.2, 2.4, CH2 EOC</p>

SE = Student Edition; EOC = End of Chapter

©2013, 2021 National Restaurant Association Solutions, LLC. All rights reserved.

**Hospitality & Tourism Management, Second Edition
Correlations**

Standard	Performance Indicators (for internal use only in correlations identification)	Hospitality & Tourism Management, Second Edition Section Number
Texas Hotel Management (130.259)		
* An "EOC" after the chapter number indicates that the standard is covered in the End-of-Chapter questions or activities.		
130.259.c.1 The student demonstrates professional standards/employability skills as required by business and industry.	The student is expected to: <ul style="list-style-type: none"> • organize oral and written information. • compose and present individually and in teams a variety of written documents such as agendas, thank you letters, presentations, and advertisements. • calculate correctly using numerical concepts such as percentage and estimation in practical situations. • examine and apply how scientific principles are used in the hotel industry. 	SE: CH1 EOC, CH2 EOC, 3.2, 4.2, CH5 EOC, 6.3, 6.5, 6.6, CH6 EOC, 7.3, CH7 EOC, 8.1, CH8 EOC, CH9 EOC, 11.2, 12.3, CH12 EOC, 13.2, CH13 EOC, 15.5, CH15 EOC, CH17 EOC, 18.2, CH19 EOC, CH20 EOC, CH21 EOC, CH22 EOC, 23.1, 23.2, CH23 EOC
130.259.c.2 The student uses verbal and nonverbal communication skills to create, express, and interpret information for providing a positive experience for guests and employees.	The student is expected to: <ul style="list-style-type: none"> • develop, deliver, and critique presentations. • analyze various marketing strategies for a lodging property and available services. • demonstrate proper techniques for using telecommunications equipment. • interpret verbal and nonverbal cues to enhance communication with individuals such as coworkers, guests, and clients. • locate written information used to communicate with individuals such as coworkers and guests. • apply and model active listening skills to obtain and clarify information. • follow directions and procedures independently and in teams. 	SE: CH1 EOC, 4.1, 4.2, 4.3, CH4 EOC, CH5 EOC, CH7 EOC, CH8 EOC, CH9 EOC, CH12 EOC, CH13 EOC, CH17 EOC, CH19 EOC, CH20 EOC, CH21 EOC, CH22 EOC, 23.2
130.259.c.3 The student solves problems independently and in teams using critical thinking, innovation, and creativity.	The student is expected to: <ul style="list-style-type: none"> • generate creative ideas to solve problems by brainstorming possible solutions. • employ critical-thinking and interpersonal skills to resolve conflicts with individuals such as coworkers, employers, guests, and clients. • interpret and use industry standards for principles of budgeting and forecasting to maximize profit and growth. 	SE: CH3 EOC, 4.1, 4.2, CH4 EOC, CH6 EOC, 15.4, 19.3, 24.1, 24.2, 24.3
130.259.c.4 The student demonstrates an understanding that personal success depends on personal effort.	The student is expected to: <ul style="list-style-type: none"> • demonstrate an understanding of self-responsibility and self-management. • identify and demonstrate both positive and negative work behaviors and personal qualities for employability. • evaluate the effects of health and wellness on employee performance. 	SE: 4.1, 4.2, 4.3, CH4 EOC, 9.4, 21.3

Standard	Performance Indicators (for internal use only in correlations identification)	Hospitality & Tourism Management, Second Edition Section Number
130.259.c.5 The student develops principles in time management, decision making, effective communication, and prioritization.	<p>The student is expected to:</p> <ul style="list-style-type: none"> • apply effective practices for managing time and energy. • develop and implement stress-management techniques. • assemble and analyze the various steps in the decision-making process. • evaluate the importance of balancing a career, family, and leisure activities and develop various techniques to reduce conflict. 	SE: 4.1, 4.2, 4.3
130.259.c.6 The student understands the importance of employability skills.	<p>The student is expected to:</p> <ul style="list-style-type: none"> • assemble the required training or education requirements that lead to an appropriate industry certification. • comprehend and model skills related to seeking employment. • assemble and/or update an electronic personal career portfolio. • complete a job application in written and electronic format. • examine and model proper interview techniques in applying for employment. • complete required employment forms such as I-9, work visa, W-4, and licensures to meet employment requirements. • research the local labor workforce market to determine opportunities for lodging employment. • investigate professional lodging organizations and development training opportunities to keep current on relevant trends and information within the lodging industry. 	SE: 2.2, 2.4, CH2 EOC, 4.1, 4.2, 5.3
130.259.c.7 The student understands roles within teams, work units, departments, organizations, and the larger environment of the lodging industry.	<p>The student is expected to:</p> <ul style="list-style-type: none"> • identify lodging departments and distinguish among the duties and responsibilities within each department. • implement quality-control standards and practices. • compare and contrast duties and responsibilities from each department to the larger lodging environment, including food and beverage services. • identify, compare, and contrast all types of lodging properties. • compare and contrast lodging revenue and support centers. • compare and contrast chain and franchise lodging properties. • create, design, and present lodging entrepreneurship opportunities. • comprehend and model professional attire. 	SE: 4.1, 4.2, 5.1, 5.3, 6.1, 6.2, 6.3, 6.4, 7.1, 7.2, 7.5, 8.1, 8.2, 9.2, 9.3, 10.1, 10.5, 10.4, 22.3, CH22 EOC

Standard	Performance Indicators (for internal use only in correlations identification)	Hospitality & Tourism Management, Second Edition Section Number
130.259.c.8 The student uses information technology tools specific to lodging management to access, manage, integrate, and create information.	<p>The student is expected to:</p> <ul style="list-style-type: none"> • use information technology tools to evaluate lodging work responsibilities. • evaluate technology tools to perform workplace tasks. • understand and evaluate the hotel/guest cycle with applicable technology. • prepare and present complex multimedia publications. • demonstrate knowledge and use of point-of-sale systems. • evaluate Internet resources for industry information. • evaluate current and emerging technologies to improve guest services. 	SE: 6.3, 6.3, 6.4, 6.5, 6.6, CH6 EOC
130.259.c.9 The student uses leadership and teamwork skills in collaborating with others to accomplish organizational goals and objectives.	<p>The student is expected to:</p> <ul style="list-style-type: none"> • differentiate types of effective leadership and management styles and select which management style is effective for the lodging industry. • apply team-building skills. • apply decision-making and problem-solving skills. • apply leadership and teamwork qualities in creating a pleasant working atmosphere. • participate in community leadership and teamwork opportunities to enhance professional skills. 	SE: 5.4, 6.3, 6.4, 21.1, 21.2, 21.3, 21.4, 21.5, CH21 EOC
130.259.c.10 The student understands the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance.	<p>The student is expected to:</p> <ul style="list-style-type: none"> • assess workplace conditions with regard to safety and health. • apply safety and sanitation standards common to the workplace. • analyze potential effects caused by common chemical and hazardous materials. • demonstrate first aid and cardiopulmonary resuscitation skills. • research sources of food-borne illness and determine ways to prevent them. • evaluate the need for personal hygiene and correlate this to the importance of health, safety, and environmental management systems in the organization. 	SE: 9.3, 9.4, 9.5, CH9 EOC, 12.1, 12.2, 12.3, 12.4, 12.5, CH12 EOC
130.259.c.11 The student knows and understands the importance of professional ethics and legal responsibilities within the lodging industry.	<p>The student is expected to:</p> <ul style="list-style-type: none"> • demonstrate professional and ethical standards. • compare and contrast the rights of the innkeeper and the rights of the guest. • interpret and explain written organizational policies and procedures to help employees perform their jobs. 	SE: 4.1, 4.2, 5.3, 5.4, 6.2, 6.3, 6.4, 6.5, 6.6, 7.1, 7.2, 7.5, 8.2, 9.1, 9.2, 9.3

Standard	Performance Indicators (for internal use only in correlations identification)	Hospitality & Tourism Management, Second Edition Section Number
130.259.c.12 The student understands the knowledge and skills required for careers in the lodging industry.	<p>The student is expected to:</p> <ul style="list-style-type: none"> • develop job-specific technical vocabulary. • explain procedures to meet guest needs, including guest registration, rate assignment, room assignment, and determination of payment methods. • differentiate the functions of meeting and event planning and how they correlate to the individual lodging property. • understand the importance of check-out procedures to ensure guest satisfaction and verify settlement of account. 	SE: 3.3, 3.4, 6.2, 6.3, 6.5, 6.6, 14.1, 14.3, 14.5

**Hospitality & Tourism Management, Second Edition
Correlations**

Standard	Performance Indicators (for internal use only in correlations identification)	Hospitality & Tourism Management, Second Edition Section Number
Texas Hospitality Services (130.260)		
* An "EOC" after the chapter number indicates that the standard is covered in the End-of-Chapter questions or activities.		
130.260.c.1 The student demonstrates professional standards/employability skills as required by business and industry. The student is expected to:	The student is expected to: <ul style="list-style-type: none"> • apply advanced reading, writing, and mathematical skills necessary in the hospitality industry. • understand and develop marketing techniques. 	SE: 4.2, CH4 EOC, 23.2, 23.3, CH23 EOC
130.260.c.2 The student uses communication skills in the creation, expression, and interpretation of information and ideas. The student is expected to:	The student is expected to: <ul style="list-style-type: none"> • interpret communication such as verbal and non-verbal. • recognize and respond to guest needs. • develop listening skills to accurately process messages for guests. • exhibit public relations skills. • recognize alternate communication services to assist customers with specialized needs. 	SE: 3.1, CH3 EOC, 4.2, 4.3, CH4 EOC, 22.4
130.260.c.3 The student researches career opportunities and qualifications to broaden awareness of careers available in the hospitality industry. The student is expected to:	The student is expected to: <ul style="list-style-type: none"> • outline a plan for an effective job search, including developing a resume. • demonstrate flexibility to learn new knowledge and skills. • prioritize work responsibilities and life responsibilities. • develop an electronic career portfolio. • compare and contrast personal strengths and weaknesses that may determine individual potential for growth within the hospitality industry. • explain what is needed to achieve job advancement. • understand the role of professional organizations or industry associations. • research the procedures for licensure, certification, or credentials for a chosen occupation. • analyze future employment outlooks. • demonstrate appropriate business and personal etiquette. • develop a written organizational policy to ensure successful hospitality operations such as guest satisfaction and employee success. • research the major duties and qualifications for hospitality managerial positions. 	SE: 2.2, 2.3, 2.4, CH2 EOC, 3.1, 3.3, 3.4, CH3 EOC, 4.1, 4.2, 4.3, CH4 EOC, 5.4, 6.3, 19.3, 21.3

Standard	Performance Indicators (for internal use only in correlations identification)	Hospitality & Tourism Management, Second Edition Section Number
130.260.c.4 The student reviews ethical and legal responsibilities or related conduct toward guests and employees within the establishment to maintain high industry standards. The student is expected to:	The student is expected to: <ul style="list-style-type: none"> • examine laws regarding hiring, harassment, and safety issues. • compare and contrast legal responsibilities and employer policies. • discuss ethical dilemmas. 	SE: 9.1, 9.4, 9.5, 12.4, 13.4, 19.3, 20.6
130.260.c.5 The student uses information technology tools specific to hospitality service careers to access, manage, integrate, or create information. The student is expected to:	The student is expected to: <ul style="list-style-type: none"> • examine types of technology used to manage hospitality service operations. • research website information on hospitality service operations. • evaluate current and emerging technologies provided by the hospitality industry. 	SE: 3.2, CH3 EOC, 4.2, CH5 EOC, 6.1, 7.3, 8.3, 9.4, CH9 EOC, 11.1, CH14 EOC, 17.2, CH17 EOC, CH21 EOC, CH23 EOC
130.260.c.6 The student applies leadership, teamwork, and critical-thinking skills in collaboration with others to accomplish organizational goals or objectives. The student is expected to:	The student is expected to: <ul style="list-style-type: none"> • demonstrate qualities that contribute to employee retention. • formulate staff training plans to create an effective working team. • evaluate methods of conflict-management skills to facilitate appropriate solutions. • resolve unexpected situations in customer service. • understand diverse employee cultures and customs. • value cultural diversity of guests. 	SE: 2.3, 3.2, 3.3, CH3 EOC, 4.2, 4.3, 4.4, CH4 EOC, 6.3, 9.4, 10.3, CH12 EOC, 21.1, 21.2, 21.3, 21.4, 21.6, CH21 EOC
130.260.c.7 The student applies marketing strategies independently and in teams. The student is expected to:	The student is expected to: <ul style="list-style-type: none"> • select and assemble effective marketing strategies. • develop promotional packages. • devise strategies for maximizing profit. • create a business plan. 	SE: 22.2, 22.3, 22.4, 23.2, 23.4, CH23 EOC, 24.1, 24.2
130.260.c.8 The student reviews the importance of management systems such as health, safety, and environmental and their function in performance and regulatory compliance. The student is expected to:	The student is expected to: <ul style="list-style-type: none"> • determine local safety and sanitation requirements. • explain how guests and property are protected to minimize losses or liabilities. • outline safety and security issues and analyze solutions for individuals or groups in multiple environments to minimize risks. • recognize potential, real, or perceived emergency situations such as a natural disaster or terrorist threat in order to respond appropriately. • evaluate equipment for elements such as safety, functionality, and durability. • determine most appropriate sources of assistance such as self, coworkers, guests, the Federal Emergency Management Agency (FEMA), or first responders to use in varied emergency situations. 	SE: 8.2, 8.3, 9.3, 9.4, 9.5, CH9 EOC, 12.3, 12.4, 12.5, CH12 EOC, 13.2, 13.3

Standard	Performance Indicators (for internal use only in correlations identification)	Hospitality & Tourism Management, Second Edition Section Number
<p>130.260.c.9 The student understands roles within teams, work units, departments, organizations, interorganizational systems, or the larger environment. The student is expected to:</p>	<p>The student is expected to:</p> <ul style="list-style-type: none"> • implement a set of operating procedures that results in profitable operations. • create a detailed customer service plan or process to provide maximum customer service. • prepare a staffing guide to schedule various staff positions. • evaluate inventory management systems used in the hospitality industry to result in profitable operations. • describe current industry collaborations or trends that provide more inclusive products or services to customers. • compare and contrast organizational structures of operations such as lodging, food and beverage, travel, and recreation. 	<p>SE: 1.3, 2.3, 3.2, 5.3, 6.4, 7.1, 7.3, 8.1, 9.2, 10.2, 10.6, 12.3, 13.1, 15.2, CH19 EOC, CH20 EOC, 21.5</p>
<p>130.260.c.10 The student uses technological knowledge and skills required in food and beverage service. The student is expected to:</p>	<p>The student is expected to:</p> <ul style="list-style-type: none"> • evaluate prepared foods for quality and presentation to set quality standards in accordance with company standards. • practice basic nutrition skills by planning, preparing, and presenting quality foods. • evaluate types of kitchen equipment to match equipment with correct cooking methodology. 	<p>SE: 10.6, 10.7, CH10 EOC</p>
<p>130.260.c.11 The student uses technological knowledge and skills required in hotel services. The student is expected to:</p>	<p>The student is expected to:</p> <ul style="list-style-type: none"> • describe the necessary information collected during the registration process. • explain how room rates are established. • explain how standard operating guidelines such as availability, room status, and guest satisfaction are used to assign rooms to arriving guests. • examine the account settlement procedures on different methods of payment. • explain how a hotel's computer system is used to create guest accounts. • summarize correct check-out procedures to prevent oversights or errors. 	<p>SE: 6.2, 6.3, 6.4, 6.5, 6.6, CH6 EOC</p>
<p>130.260.c.12 The student uses technological knowledge and skills required in travel and tourism. The student is expected to:</p>	<p>The student is expected to:</p> <ul style="list-style-type: none"> • develop technical vocabulary for lodging, food and beverage service, recreation, and travel. • compare and contrast diverse transportation options. • integrate various or diverse elements of the travel and tourism industry to create a personalized travel experience for a customer. • compare and contrast products and services from related industries. 	<p>SE: 1.4, 4.1, 4.2, 6.2, 6.3, 6.5, 16.1, CH16 EOC, 17.3</p>