

CTE PROGRAM OF STUDY – COMPLETED 2009-2010 Secondary & Post Secondary					Industry Sector:	Hospitality, Tourism, and Recreation						
					Career Pathway:	Hospitality, Tourism, and Recreation						
					Program:	Hospitality						
Levels	Grade	ELA	Math	Science	Social Science	CTE Courses	Other Required Courses	Other Recommended Courses and UC/CSU Requirements	Sample Occupations Related to this pathway			
SECONDARY	7					Career Exploration			Occupations requiring a high school diploma or equivalent			
	8											
	9		<b>California High School minimum graduation requirements</b> - History/Social Science--3 years, including American Government and Economics --English --3 years --Math --2 years --Science --2 years- Biology and Physical -- Visual or Performing Arts or Foreign Language--1 required -- PE --2 years require  Other local requirements as required for graduation E.C. 51225.3 **Students are encouraged to meet UC/CSU entrance requirements			Career Preparation Skills – Effective Communication	Community Classroom - Internship		Entry Level jobs: Cook's helper, Prep cook, Host, Desk Clerk, Busser, Runner, Server, Service Maintenance, Dishwasher, Utility Staff, Stocking, Inventory Control			
										Assessments, advising, or additional preparation		
							Career Preparation Skills – Self awareness, ethics, and integrity	Dress for Success – Making a Good First Impression		Occupations requiring some post secondary		
											Assessments, advising, or additional preparation	
	11					Career Preparation Skills – Obtaining Employment	Tourism and Recreation – Travel Related Service Occupations		Occupations requiring 2 year degree and/or BA/BS Community College Instructor, Hospitality, Management, Restaurant General Managers, Hotel Front Desk Managers, Food & Beverage Casino Managers			
										Assessments, advising, or additional preparation		
										12	ServSafe Program	Event Planning Occupations
	Assessments, advising, or additional preparation											
	** Denotes Articulated and Dual Credit courses. These must be taken and moved to the secondary level for credit purposes.											
	POST SECONDARY	13	<b>Minimum Academic Requirements for AA Degree</b> Semester/ Quarter Units- Min per Area Area A-Natural Sciences (3/4) Area B- Social and Behavior Science (3/4) Area C- Humanities (3/4) Area D - Languages and Rationality (3/4)  Section 3- Ethnic Studies (as required)			CTE Sequence- First Semester			CTE Sequence - Second Semester			Industry recognized certifications, licenses, credentials/ apprenticeships related to this pathway  Serv Safe ProStart National Certification American Culinary Federation Certification
Introduction to Hospitality - FSM 100						Life Management - FCS 91						
Managing Guest Relations - FCS 112						Supervision & Management - FCS						
Microcomputer Software Survey- CAOT 82												
<b>CERTIFICATE PROGRAM</b>												
14					CTE Sequence- Third Semester	CTE Sequence - Fourth Semester						
15		<b>Suggested Majors:</b>			Hospitality Studies							

## CTE PROGRAM OF STUDY

Industry Sector: **Hospitality, Tourism, and Recreation** Career Pathway: **Hospitality, Tourism, and Recreation** Grade Level: **9**

Course Title: **Career Preparation Skills – Effective Communication** CBEDS: \_\_\_\_\_ School: **California High School, Whittier, CA**

Critical Course Competencies/Skills/Concepts	Course Description
<ul style="list-style-type: none"> <li>✓ Understand importance of clear and courteous oral and written forms of communication with customers and co-workers 2.0</li> <li>✓ Demonstrated and develop good active listening skills through oral and written feedback 2.0/(2.2/2.3/2.4)</li> <li>✓ Develop good oral/written communication, includes telephone etiquette as well as good customer relations 2.0</li> <li>✓ Discuss the importance of tasteful and informative Facebook, MySpace and Voicemail messages and how it can benefit you (4.0/4.2/4.3/4.4)</li> <li>✓ Review and identify the proper format and use of personal emails and professional emails (4.0/4.3)</li> <li>✓ Demonstrate use of current and emerging technology to communicate, i.e. fax, email, etc. (4.0/4.3)</li> <li>✓ ~Communicate effectively in written and verbal form with co-workers, supervisors and customers in the workplace 2.0/2.2(2.1/2.2/2.3/2.4/2.5/2.7/1.3/1.4/1.5)</li> </ul>	<p>Students will study and demonstrate using the principles of effective communication in a people service based hospitality industry.</p>



Industry Sector: **Hospitality, Tourism, and Recreation** Career Pathway: **Hospitality, Tourism, and Recreation** Grade Level: **9**

Course Title: **Community Classroom - Internship** CBEDS: \_\_\_\_\_ School: **California High School, Whittier, CA**

Critical Course Competencies/Skills/Concepts	Course Description
<ul style="list-style-type: none"><li>✓ Understand importance of critical thinking and problem solving in the workplace <b>5.0</b></li><li>✓ Sanitation and Food Handling (B3.0)</li><li>✓ Food Service and Hospitality Awareness (B1.0)</li><li>✓ Safety Regulations and Emergency Procedures (B2.0)</li><li>✓ Industry Laws and Regulations (B2.2/8.0)</li><li>✓ Customer Service and Relations (B8.0)</li><li>✓ Personal, Interpersonal and Communication Skills <b>9.0/(9.5)</b></li><li>✓ Technology and use of kitchen and office equipment <b>4.0/(2.0/2.4)</b></li><li>✓ Teamwork, Leadership, and Citizenship Skills (9.0/9.1)</li></ul>	<p>A program within the Hospitality, Tourism and Recreation course studies that is designed to help prepare individuals with hands-on training at the workplace in a food service/hotel/restaurant establishment. Field work required and reviewed. Apply job skills and food prep, food service skills and practice at actual company jobsites through job-shadowing and internship programs.</p>



Industry Sector: **Hospitality, Tourism, and Recreation** Career Pathway: **Hospitality, Tourism, and Recreation** Grade Level: **10**

Course Title: **Career Preparation Skills – Self Awareness, ethics, and integrity** CBEDS: \_\_\_\_\_ School: **California High School, Whittier, CA**

Critical Course Competencies/Skills/Concepts	Course Description
<ul style="list-style-type: none"><li>✓ Discover importance of a strong work ethic and integrity <b>8.0</b>/(8.1/8.2/8.3)</li><li>✓ Describe good work habits including punctuality, initiative and self management <b>7.0</b>/(7.1/7.2/7.4)</li><li>✓ Demonstrate understanding and respect that there is dignity in all work and occupations within the industry <b>8.0</b>(8.2/8.3)</li><li>✓ Identify importance each job plays in success of the organization <b>9.0</b>/(9.3/9.4)</li><li>✓ Recognize the need for workers at all levels to act and dress appropriately, maintain personal hygiene, and make decisions to customers satisfaction <b>B8.0/B3.0</b>/(B3.2)</li><li>✓ Understand values and management strategies that assist in balancing work, personal and family life (10.9/5.4)</li><li>✓ Describe personal qualifications needed for success in the workplace <b>9.0</b>/(9.1)</li><li>✓ Study Leadership and Team Skills including respect to co-workers <b>9.0</b>(9.1/9.2/9.3/9.5)</li></ul>	<p>Students will understand how personal skill development, including positive attitude, honesty, self-confidence, time management, and other positive traits affect employability in the hospital, food service industry and related fields.</p>



Critical Course Competencies/Skills/Concepts	Course Description
<ul style="list-style-type: none"> <li>✓ Lecture on examples of making a good first impression and discuss the importance for success <b>7.0;8.0;9.0</b> / I.A.1; A.2; A.3; A.4</li> <li>✓ Understand the importance of careful personal hygiene and proper grooming I.A.8/IV.A.5; IV.A.6</li> <li>✓ Describe and list required grooming standards as it relates to Hospitality and the Food Service Industry I.A.8</li> <li>✓ Share research and examples on dressing for success in the Hospitality and Food Service Industry I.B.5/I.B.6</li> <li>✓ Discuss how sexual harassment can relate to proper work attire and good impressions in the workplace I.B.7/C1.0</li> <li>✓ Demonstrate a proper uniform as it relates to the hospitality, tourism recreation and food service industry I.A.8; <b>11.0</b></li> <li>✓ Awareness on obtaining and retaining a job through the concept of “Dress For Success” and “Making A Good First Impression” I.A.1thruA.10;</li> <li>✓ Practice the interview process and discuss and demonstrate how visual and verbal actions/behavior, as well as listening and participation can demonstrate a good first impression during an interview 2.3 (2.2); I.B.5/I.B.6 <b>11.0</b></li> </ul>	<p>Student’s to demonstrate by dressing properly during class on how they would go to an Interview. Also prepare a personal album demonstrating “appropriate” and “inappropriate” work attire. This hands-on lesson helps prepare individuals to learn the concept of acceptable appearance, dress and behavior for success. Individual and personal presentations on what they studied for success and impressions are demonstrated.</p>



Industry Sector: **Hospitality, Tourism, and Recreation** Career Pathway: **Hospitality, Tourism, and Recreation** Grade Level: **11**

Course Title: **Career Preparation Skills – Obtaining Employment** CBEDS: \_\_\_\_\_ School: **California High School, Whittier, CA**

Critical Course Competencies/Skills/Concepts	Course Description
<ul style="list-style-type: none"><li>✓ Explore career opportunities and projected trends within the industry, as well as education required <b>9.0 2.0/2.4/2.5/2.6/2.7 3.0(3.1/3.2/3.6) C1.0; C2.0</b></li><li>✓ Identify steps in goal setting <b>3.0 /3.1/3.2/3.3/3.5</b></li><li>✓ Develop a personal career plan based on interests and aptitudes <b>(3.1)</b></li><li>✓ Identify sources of job information <b>3.0 3.2/3.5</b></li><li>✓ Describe aptitudes and behavior needed for success <b>3.0/(3.1)</b></li><li>✓ Develop job acquisition documents, including the following: <b>3.0/(3.6)</b><ul style="list-style-type: none"><li>Job Applications</li><li>Resume</li><li>Appropriate cover</li><li>Portfolio</li></ul></li><li>✓ Develop effective interviewing skills <b>3.0 /(3.6)</b></li><li>✓ Explore advanced training and education required to achieve personal and career goals within Hospitality Industry I.A1</li></ul>	<p>Student's objective is to understand career paths and strategies for obtaining employment, retaining employment and advancing jobs into careers.</p>




Industry Sector: **Hospitality, Tourism, and Recreation** Career Pathway: **Hospitality, Tourism, and Recreation** Grade Level: **11**

Course Title: **Tourism and Recreation – Travel Related Service Occupations** CBEDS: \_\_\_ School: **California High School, Whittier, CA**

Critical Course Competencies/Skills/Concepts	Course Description
<ul style="list-style-type: none"> <li>✓ Demonstrate skills necessary to coordinate travel C9.0/C1.0/C2.0/C5.0/C3.0/C4.0 I.B.5 /(2.4)</li> <li>✓ Interpret then create a Travel Brochure or Power Point for itineraries for clients travel needs VI.A.5; VI.A.1;</li> <li>✓ Handle customer complaints National and International travel VI.A..7; VI.B.4; VI.B.5</li> <li>✓ Describe other travel information needed for a successful trip, places, foods, lodging available, transportation available &amp; costs, etc. VI.A.6</li> </ul>	<p>Students will study the basic skills to travel within the United States and International travel through the research, creation and presentation of a unique travel brochure or travel power point presentation. This will help obtain a broad view and opportunities and awareness of careers related to the Travel, Tourism &amp; Recreation Industry.</p>

Industry Sector: **Hospitality, Tourism, and Recreation** Career Pathway: **Hospitality, Tourism, and Recreation** Grade Level: **12**

Course Title: **ServSafe Program** CBEDS: \_\_\_\_\_ School: **California High School, Whittier, CA**

Critical Course Competencies/Skills/Concepts	Course Description
<ul style="list-style-type: none"> <li>✓ Understand local, state and federal sanitation codes and dealing with and handling hazardous materials <b>6.0</b> 6.1/6.2 <b>C2.0</b></li> <li>✓ Demonstrate correct food handling procedures IV.A.1; IV.A.2; IV.D.1thru IV.D.16</li> <li>✓ Describe types, causes, and prevention of food-borne illness and food contamination IV.A.3</li> <li>✓ Describe guidelines for safe storage of foods IV.D.1 thru IV..D.16</li> <li>✓ Understand microbial contaminates</li> <li>✓ Follow food safety regulations and standards <b>7.0</b> 7.2/7.4</li> <li>✓ Understand food allergies IV.A.11</li> <li>✓ Explain guidelines for cleaning and storing equipment IV.B.1; IV.B.2</li> <li>✓ Understand the “flow of food” IV.D.12</li> <li>✓ Understand and maintain food safety systems IV.B.1 thru IV.B.9</li> </ul>	<p>Students will study, practice and test on Chapters 1 thru 15 in their ServSafe Textbooks. Overall they will understand critical importance of sanitation in the food service department. Will also study and understand fundamental food service operations. Will review nutrition in some foods and menus offered. Demonstrated proper food preparation procedures through hands-on, posters and team projects and presentations. This will help them when testing to earn a ServSafe Certificate.</p> 


Industry Sector: **Hospitality, Tourism, and Recreation** Career Pathway: **Hospitality, Tourism, and Recreation** Grade Level: **12**

Course Title: **Event Planning Occupations** CBEDS: \_\_\_\_\_ School: **California High School, Whittier, CA**

Critical Course Competencies/Skills/Concepts	Course Description
<ul style="list-style-type: none"> <li>✓ Obtaining client information including cultures, specific needs and traditions as it relates to a best services and product for an event <b>C8.0/ C9.0/ C6.0/ C11.0</b> VII.A.1 thru VII.A.5</li> <li>✓ Special Events planning all needs through meetings, resources available, research, set-up needs, food choices and individual preferences through working individually and with client planning meeting and feedback/input. VII.B.1 thru VII.B.11</li> <li>✓ Education, Recreation, Leisure, and Play Activities are identified to supply client with best planning and organization of an event/party or celebration. This can be a private, public or corporate event. VII.C1 thru VII.C.4</li> <li>✓ Attractions and Specialty Tours as requested by client and suggested by event planner. Identify and describe through the planning process the purpose of various attractions, educational programs, and specialty tours to benefits and fit the client’s needs and requests. VII.D.1 thru VII.D.3</li> </ul>	<p>Students will participate in a lecture and visual presentation of completing contracts and using planning/estimate forms for organizing a social event from A to Z. Skills they studied and use on a daily basis in the Hospitality and Food and Recreation Industry with be of a benefit and will strengthen through these lessons studied. It also exposes them to additional career related Hospitality, Tourism and Recreation opportunities and awareness.</p>

Industry Sector: **Hospitality, Tourism, and Recreation** Career Pathway: **Hospitality, Tourism, and Recreation** Grade Level: **13**

Course Title: **Microcomputer Software Survey** TOP CODE: **0514.02** School: **Los Angeles Mission College**

Critical Course Competencies/Skills/Concepts	Course Description
<ul style="list-style-type: none"> <li>✓ Use basic editing techniques to modify a Word document</li> <li>✓ Demonstrate the ability to format text by applying different fonts and font styles, font sizes, font colors, underline and case styles and by using Format Painter</li> <li>✓ Prepare worksheets using Excel formulas</li> <li>✓ Use function formulas to solve mathematical, statistical, and financial problems</li> <li>✓ Create a database design, modify, name, and save and print a database</li> </ul>	<p>Introduces students to the use of the microcomputer and the Microsoft Office Suite used in the business office. Provides hands-on introduction to word processing, spreadsheet, database and presentation software.</p> 



Industry Sector: **Hospitality, Tourism, and Recreation** Career Pathway: **Hospitality, Tourism, and Recreation** Grade Level: **13**

Course Title: **Life Management**

TOP CODE: **1307.12**

School: **Los Angeles Mission College**

Critical Course Competencies/Skills/Concepts	Course Description
<ul style="list-style-type: none"><li>✓ Assess importance of self-belief in achieving success</li><li>✓ Create a list of your short, intermediate and long term goals and prepare an action plan to achieve these goals</li><li>✓ Assess the amount of rest you receive daily and whether it meets minimum standards</li><li>✓ Distinguish between effective and non – effective communication</li><li>✓ Describe the importance of self-belief, trust, respect, and empathy in good human relations</li></ul>	<p>Provides individuals with skills for understanding and using internal and external resources to function effectively in the present and future society.</p> <p>Techniques for improving self-understanding and interpersonal relationships that reflect decision-making, time, energy, stress, conflict and money management.</p>

Industry Sector: **Hospitality, Tourism, and Recreation** Career Pathway: **Hospitality, Tourism, and Recreation** Grade Level: **13**

Course Title: **Supervision & Management**

TOP CODE: **1307.12**

School: **Los Angeles Mission College**

Critical Course Competencies/Skills/Concepts	Course Description
<ul style="list-style-type: none"><li>✓ Discuss management functions &amp; theories</li><li>✓ Identify concepts of authority, leadership &amp; motivation</li><li>✓ Apply essential elements in a successful training program</li><li>✓ Demonstrate elements of successful discipline and its application</li><li>✓ Use techniques of effective communication &amp; listening</li></ul>	<p>This course included procedures and problems by food service operations in developing personnel programs, and desirable labor management relationships. Course included the responsibility of selection, placement, orientation, training, counseling, rating, promotion and supervision for employees.</p>



Industry Sector: **Hospitality, Tourism, and Recreation** Career Pathway: **Hospitality, Tourism, and Recreation** Grade Level: **13**

Course Title: **Managing Guest Relations** TOP CODE: **1307.12** School: **Los Angeles Mission College**

Critical Course Competencies/Skills/Concepts	Course Description
<ul style="list-style-type: none"><li>✓ Distinguish hierarchies of decision-making</li><li>✓ Differentiate between management theories</li><li>✓ Utilize a discipline plan</li><li>✓ Recognize motivational tools</li><li>✓ Develop Job specifications</li></ul>	Explore service strategies that successfully manage the customer, company, and the environment

Industry Sector: **Hospitality, Tourism, and Recreation** Career Pathway: **Hospitality, Tourism, and Recreation** Grade Level: **13**

Course Title: **Introduction to Hospitality Industries** TOP CODE: **1307.12** School: **Los Angeles Mission College**

Critical Course Competencies/Skills/Concepts	Course Description
<ul style="list-style-type: none"><li>✓ Apply knowledge of various careers &amp; educational requirements</li><li>✓ Know &amp; Apply hospitality terminology to their classes &amp; careers</li><li>✓ Discuss &amp; identify professional work ethics</li><li>✓ Evaluate components of general management</li><li>✓ Recognize organizational structure (hotels, restaurants, etc)</li><li>✓ Assess market trends in the hospitality industry</li><li>✓ Identify specializations in the hospitality industry</li></ul>	Overview, history, description, and interrelationships of the hospitality industries. Emphasis on the multifaceted food service industry. Topics: social and economic forces influencing hospitality industry development, market trends, food service management, prospective career opportunities and requirements.

