

# Family and Consumer Sciences Assessments (FCSA)

## Hospitality Study Guide

### Principles of Hospitality and Tourism:

- Understand the goals and significance of the hospitality and tourism industry.
- Recognize the components of the travel and tourism industry and their roles.
- Comprehend the concepts of sustainability and responsible travel practices.
- Know the importance of customer service and guest satisfaction in the industry.
- Learn about international organizations and their roles in setting industry standards.

### Travel and Tourism Management:

- Understand the process of travel planning, including itinerary creation and destination selection.
- Recognize the roles of travel agents and tour operators.
- Understand the importance of travel insurance and health guidelines for travelers.
- Know the significance of travel documents and visas for international travel.
- Learn about transportation modes and their suitability for different travel distances.

### Hospitality Services:

- Understand the roles of different departments in a hotel, such as front office, housekeeping, and food and beverage.
- Comprehend the importance of menu engineering and upselling in restaurants.
- Recognize the significance of guest feedback and satisfaction surveys.
- Learn about event planning and catering services in the hospitality industry.
- Understand the concept of green initiatives and sustainability in hospitality services.

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### Hotel Management:

- Understand the roles and responsibilities of a hotel general manager.
- Comprehend revenue management strategies and key performance indicators (RevPAR, ADR, and occupancy rate).
- Recognize the importance of guest loyalty programs and customer relationship management.
- Learn about contingency planning and crisis management in hotel operations.
- Understand the significance of sustainability initiatives in hotel management.

