Developed through a modified DACUM (Developing a Curriculum) process involving business, industry, labor, and community agency representatives in Ohio, this document is a comprehensive and verified employer competency profile for travel and tourism occupations. The list contains units (with and without subunits), competencies, and competency builders that identify the skills needed to enter these occupations. The occupational, academic, and employability skills for this occupation or occupational area are included. Within the outline are three levels of items: core, advancing, and futuring. Core items identify the knowledge, skills, and attitudes essential for entry-level employment. These items are required to be taught and will be the basis for questions on the state vocational competency tests. Advancing items identify the knowledge, skills, and attitudes needed to advance in the occupation; futuring items identify the knowledge, skills, and attitudes needed to enter and remain in a given occupation 3 to 4 years from now. Titles of the 16 units are as follows: economic foundations of travel and tourism; human resource fundamentals; business and marketing foundations of travel and tourism; travel and tourism foundations; travel and tourism segments; product/service planning; promotion; selling; distribution; pricing; risk management and loss prevention; financing; purchasing; marketing information management; computer operations; and employability skills. (YLB)
Employer Verification Panel

Chris Barnhart, Deer Creek Resort and Conference Center, Mt. Sterling, Ohio

Philip J. Bresson, Stouffer Hotels and Resorts, Cleveland, Ohio

Carl L. Bryant, CTC, Northwest Travel Market, Dublin, Ohio

Sandy Fox, Parke University Hotel, Columbus, Ohio

Brian Fulton, Hyatt Regency Columbus, Columbus, Ohio

Patricia Heinselman, Wendy's International, Dublin, Ohio

Jeff Kovatch, Watermark Restaurant, Cleveland, Ohio

Kevin Lonseth, MCL Properties Group, Inc., Toledo, Ohio

Katja Rall-Koeptke, Cedar Point, Sandusky, Ohio

Pamela D. Scott, The Westin Hotel, Cincinnati, Cincinnati, Ohio

Stacia A. Siconolli, Greater Columbus Convention and Visitors Bureau, Columbus, Ohio
What is OCAP?

"A comprehensive and verified employer competency list will be developed and kept current for each program." This is the second objective of Imperative 3 of the Action Plan for Accelerating the Modernization of Vocational Education: Ohio's Future at Work. Ohio's Competency Analysis Profile (OCAP) lists are the Division of Vocational and Career Education's response to that objective. OCAP lists evolve from a modified DACUM process involving business, industry, labor, and community agency representatives from throughout Ohio. The OCAP process is directed by the Vocational Instructional Materials Laboratory at The Ohio State University's Center on Education and Training for Employment.

How is OCAP used?

Each OCAP contains units (with and without subunits), competencies, and competency builders that identify the occupational, academic,* and employability skills needed to enter a given occupation or occupational area. Within that outline there are three levels of items: core, advancing, and futuring. Core items identify the knowledge, skills, and attitudes essential for entry-level employment. These items will be the basis for questions on the state vocational competency tests (scheduled to begin in school year 1993-94). Advancing items (marked with one asterisk) identify the knowledge, skills, and attitudes needed to advance in a given occupation. Futuring items (marked with two asterisks) identify the knowledge, skills, and attitudes needed to enter and remain in a given occupation three to four years from now.

School districts may add as many units, subunits, competencies, and/or competency builders as desired to reflect local employment needs, trends, and specialties. Local advisory committees should be actively involved in the identification and verification of additional items. Using OCAP lists, instructors will be able to formulate their vocational courses of study and monitor competency gains via the new criterion-referenced competency testing program that will be directly tied to the competencies identified on the OCAP lists.

* Academic competencies have not been identified for all OCAPs. At a later date math, communication, and science competencies will be released.

The Employability Skills portion of this list was verified by the following employer panel:

Gary J. Corrigan, Dana Corporation, Ottawa Lake, Michigan
David Crooks, Bowling Green State University Union Food Service, Bowling Green, Ohio
Pat Doerman, Farrow's Harley-Davidson, Columbus, Ohio
William Gockenbach, Kaiser Aluminum, Heath, Ohio
Patsy Hathaway, CBS Personnel Services, Inc., Dayton, Ohio
Marilyn Harman, Marilyn Harman & Associates, Cleveland, Ohio
Thomas R. Hyldahl, Toledo Edison, Toledo, Ohio
Carol C. James, Ohio Contractors Association, Columbus, Ohio
James Mack, Chrysler Jeep Assembly, Toledo, Ohio
Rocky McCoy, Ironton-Lawrence Co. Community Action Organization, Ironton, Ohio
James Needs, Independent Crop Producer, Upper Sandusky, Ohio
Ronald Simmons, Former GM Executive, Warren Ohio
Unit 1: Economic Foundations of Travel and Tourism

Competency 1.0.1: Examine basic economic concepts

Competency Builders:
1.0.1.1 Analyze concept of economic goods and services
1.0.1.2 Analyze economic importance of domestic travel and its impact on local economy
1.0.1.3 Analyze economic importance of world travel and its impact on balance of trade
1.0.1.4 Analyze concept of economic resources
1.0.1.5 Analyze concept of utility
1.0.1.6 Analyze concept of supply and demand
1.0.1.7 Analyze concept of price
1.0.1.8 Analyze concept of private enterprise and business ownership
1.0.1.9 Analyze concept of profit
1.0.1.10 Analyze concept of risk
1.0.1.11 Analyze concept of competition

Competency 1.0.2: Examine economic influences on cost and profit

Competency Builders:
1.0.2.1 Identify importance of maximizing productivity
1.0.2.2 Analyze specialized training versus cross training
1.0.2.3 Analyze relationship between organized labor and business
1.0.2.4 Analyze relationship between government and business
1.0.2.5 Analyze effects of taxing and spending policies*

Competency 1.0.3: Examine economic indicators and trends

Competency Builders:
1.0.3.1 Analyze concept of gross national product
1.0.3.2 Analyze impact of seasonal business cycles
1.0.3.3 Analyze impact of inflation, growth, recession, and unemployment
1.0.3.4 Analyze impact of national and world events

Competency 1.0.4: Examine international trade concepts*

Competency Builders:
1.0.4.1 Analyze nature and importance of international trade*
1.0.4.2 Analyze role of travel and tourism in international cooperation*
1.0.4.3 Analyze advantages and disadvantages of marketing in international trade*

* Advancing
** Futuring
Unit 2: Human Resource Fundamentals

Competency 2.0.1: Demonstrate professional growth

Competency Builders:
2.0.1.1 Read trade journals and periodicals
2.0.1.2 Join professional and trade organizations*
2.0.1.3 Attend trade shows*
2.0.1.4 Attend seminars*

Competency 2.0.2: Manage work environment

Competency Builders:
2.0.2.1 Plan and organize work
2.0.2.2 Maintain neat work area
2.0.2.3 Select correct tools and equipment
2.0.2.4 Manage time effectively
2.0.2.5 Complete work tasks accurately and on schedule
2.0.2.6 Identify ways to improve job performance

Competency 2.0.3: Participate in total quality management (TQM)

Competency Builders:
2.0.3.1 Identify philosophy of TQM
2.0.3.2 Analyze importance of TQM
2.0.3.3 Identify employee's role in TQM
2.0.3.4 Identify management's role in TQM

Competency 2.0.4: Manage cultural diversity

Competency Builders:
2.0.4.1 Recognize cultural diversity of work force
2.0.4.2 Recognize cultural diversity of customers
2.0.4.3 Identify importance of effectively managing cultural diversity
2.0.4.4 Identify benefits of a culturally diverse work force

Competency 2.0.5: Demonstrate written and oral communication skills

Competency Builders:
2.0.5.1 Follow written and/or oral directions
2.0.5.2 Ask questions
2.0.5.3 Demonstrate proper telephone techniques
2.0.5.4 Use proper grammar and vocabulary
2.0.5.5 Speak clearly and concisely
2.0.5.6 Write legibly
2.0.5.7 Spell correctly
2.0.5.8 Write documents clearly and concisely
2.0.5.9 Demonstrate computer literacy and keyboarding skills
2.0.5.10 Proofread work
2.0.5.11 Interpret written materials

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* Advancing
** Futuring
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2.0.5.12 Apply nonverbal communication techniques
2.0.5.13 Participate in group discussions
2.0.5.14 Use industry terminology
2.0.5.15 Apply active listening skills
2.0.5.16 Apply reading skills
2.0.5.17 Use reference materials
2.0.5.18 Read maps, charts, and graphs
2.0.5.19 Complete forms
2.0.5.20 Write business letters
2.0.5.21 Demonstrate basic knowledge of a foreign language for industry use

Competency 2.0.6: Perform basic mathematical computations with and without calculator

Competency Builders:

2.0.6.1 Solve addition problems
2.0.6.2 Solve subtraction problems
2.0.6.3 Solve multiplication problems
2.0.6.4 Solve division problems
2.0.6.5 Solve problems involving fractions
2.0.6.6 Solve problems involving percentages
2.0.6.7 Solve problems involving decimals
2.0.6.8 Interpret charts, graphs, and tables
2.0.6.9 Solve first-degree algebraic equations
2.0.6.10 Make change
2.0.6.11 Verify and record cash transactions
2.0.6.12 Calculate sales
2.0.6.13 Calculate tax, discounts, and miscellaneous charges for purchases
2.0.6.14 Calculate markup and markdown
2.0.6.15 Calculate net sales
2.0.6.16 Calculate interest
2.0.6.17 Calculate commissions
2.0.6.18 Complete charge card transactions
2.0.6.19 Process customer/client checks and traveler's checks
2.0.6.20 Handle cash
2.0.6.21 Balance sales against receipts

* Advancing
** Futuring
Unit 3: Business and Marketing Foundations of Travel and Tourism

Competency 3.0.1: Examine business concepts

Competency Builders:

3.0.1.1 Identify functions of business
3.0.1.2 Analyze role of management
3.0.1.3 Analyze role of labor
3.0.1.4 Analyze concept of service as a product
3.0.1.5 Analyze role of administration
3.0.1.6 Analyze role of operations
3.0.1.7 Identify role of company objectives
3.0.1.8 Analyze importance of ethical business practices
3.0.1.9 Identify applicable laws by industry segment
3.0.1.10 Identify types of ownership
3.0.1.11 Analyze components of a business plan*
3.0.1.12 Analyze changing roles of management and labor*

Competency 3.0.2: Examine role of marketing

Competency Builders:

3.0.2.1 Analyze importance of marketing
3.0.2.2 Identify marketing functions and related activities
3.0.2.3 Analyze travel and tourism promotion
3.0.2.4 Analyze role and importance of travel and tourism personnel in marketing services
3.0.2.5 Analyze visitor services in travel and tourism marketing
3.0.2.6 Analyze concept of product/service planning
3.0.2.7 Analyze concept of distribution
3.0.2.8 Analyze concept of pricing
3.0.2.9 Analyze concept of marketing strategies

Competency 3.0.3: Examine travel and tourism marketing

Competency Builders:

3.0.3.1 Identify characteristics that differentiate service marketing from product marketing
3.0.3.2 Analyze unique characteristics of travel and tourism services

Competency 3.0.4: Examine target marketing in travel and tourism industry

Competency Builders:

3.0.4.1 Analyze concept of target marketing in travel and tourism industry
3.0.4.2 Identify advantages and disadvantages of target marketing
3.0.4.3 Analyze how target marketing affects service, price, distribution, and promotion decisions
3.0.4.4 Identify factors used to segment markets in travel and tourism industry

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** Futuring
Unit 4: Travel and Tourism Foundations

Competency 4.0.1: Analyze reasons individuals and groups travel

Competency Builders:
4.0.1.1 Identify motivations for international and domestic business travel
4.0.1.2 Identify motivations for international and domestic personal travel

Competency 4.0.2: Analyze travel and tourism industry

Competency Builders:
4.0.2.1 Identify major types of travel and tourism services and their functions
4.0.2.2 Identify purpose of travel and tourism industry
4.0.2.3 Identify industry segments and their interdependent nature
4.0.2.4 Identify travel and tourism infrastructures
4.0.2.5 Identify terms, principles, and organizations associated with travel and tourism industry
4.0.2.6 Apply basic knowledge of local, state, and national geography
4.0.2.7 Identify major points of interest in local area and across state

Competency 4.0.3: Analyze benefits of travel and tourism industry at local, regional, state, and national levels

Competency Builders:
4.0.3.1 Identify economic benefits
4.0.3.2 Identify social benefits
4.0.3.3 Identify cultural benefits
4.0.3.4 Identify environmental benefits

Competency 4.0.4: Analyze benefits of travel and tourism industry at international level*

Competency Builders:
4.0.4.1 Identify economic benefits*
4.0.4.2 Identify social benefits*
4.0.4.3 Identify cultural benefits*
4.0.4.4 Identify environmental benefits*

Competency 4.0.5: Analyze potential costs of travel and tourism industry at local, regional, state, and national levels

Competency Builders:
4.0.5.1 Identify potential economic costs
4.0.5.2 Identify potential social costs
4.0.5.3 Identify potential cultural costs
4.0.5.4 Identify potential environmental costs

* Advancing
** Futuring
Competency 4.0.6: Analyze potential costs of travel and tourism industry at international level*

Competency Builders:
4.0.6.1 Identify potential economic costs*
4.0.6.2 Identify potential social costs*
4.0.6.3 Identify potential cultural costs*
4.0.6.4 Identify potential environmental costs*

Competency 4.0.7: Analyze development, growth, and future of travel and tourism industry

Competency Builders:
4.0.7.1 Identify origins of travel and tourism industry
4.0.7.2 Analyze major growth stages and their causes
4.0.7.3 Identify size and trends of travel and tourism industry at local, regional, state, and national levels
4.0.7.4 Identify size and trends of travel and tourism industry at international level*
4.0.7.5 Identify economic trends
4.0.7.6 Identify business trends
4.0.7.7 Identify technological trends
4.0.7.8 Identify political and governmental trends
4.0.7.9 Identify cultural trends
4.0.7.10 Identify social trends
4.0.7.11 Identify major actions of travel and tourism industry that create trends

Competency 4.0.8: Analyze characteristics of international and domestic travelers

Competency Builders:
4.0.8.1 Identify demographics of business and personal travelers
4.0.8.2 Identify psychological characteristics of business and personal travelers
4.0.8.3 Identify geographic characteristics of business and personal travelers
4.0.8.4 Identify cultural characteristics of business and personal travelers

Competency 4.0.9: Examine role of government in domestic travel and tourism

Competency Builders:
4.0.9.1 Identify how government regulates travel and tourism
4.0.9.2 Identify how government supports travel and tourism
4.0.9.3 Identify government agencies and organizations and their impact on travel and tourism
4.0.9.4 Analyze ramifications of public policy on travel and tourism

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** Futuring
Competency 4.0.10: Examine role of government in international travel and tourism

Competency Builders:
4.0.10.1 Identify functions of a national tourism office*
4.0.10.2 Identify how international regulations control movement of foreign travelers*
4.0.10.3 Analyze impact of international economic policies on industry*
4.0.10.4 Analyze how international agreements are established between countries*
4.0.10.5 Use terms and principles associated with international travel*

Unit 5: Travel and Tourism Segments

Competency 5.0.1: Examine lodging industry

Competency Builders:
5.0.1.1 Identify services provided
5.0.1.2 Analyze history, development, and growth of lodging industry
5.0.1.3 Identify types of lodging accommodations
5.0.1.4 Identify issues and trends
5.0.1.5 Identify role of technology
5.0.1.6 Identify nature of work environment
5.0.1.7 Identify employment opportunities and trends
5.0.1.8 Identify employment and educational requirements
5.0.1.9 Identify salaries, wages, and benefits

Competency 5.0.2: Examine food and beverage industry

Competency Builders:
5.0.2.1 Identify services provided
5.0.2.2 Identify types of food and beverage operations
5.0.2.3 Analyze importance of health, safety, and sanitation
5.0.2.4 Identify issues and trends
5.0.2.5 Identify role of technology
5.0.2.6 Identify nature of work environment
5.0.2.7 Identify employment opportunities and trends
5.0.2.8 Identify employment and educational requirements
5.0.2.9 Identify salaries, wages, and benefits

Competency 5.0.3: Examine transportation industry

Competency Builders:
5.0.3.1 Identify services provided
5.0.3.2 Identify modes of transportation
5.0.3.3 Identify types of transportation
5.0.3.4 Analyze importance of regulations for public safety
5.0.3.5 Identify issues and trends
5.0.3.6 Identify role of technology
5.0.3.7 Identify nature of work environment
5.0.3.8 Identify employment opportunities and trends

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5.0.3.9  Identify employment and educational requirements
5.0.3.10 Identify salaries, wages, and benefits

**Competency 5.0.4: Examine attractions and events industry**

*Competency Builders:*

5.0.4.1 Identify services provided
5.0.4.2 Identify types of attractions and events
5.0.4.3 Identify issues and trends
5.0.4.4 Identify role of technology
5.0.4.5 Identify nature of work environment
5.0.4.6 Identify employment opportunities and trends
5.0.4.7 Identify employment and educational requirements
5.0.4.8 Identify salaries, wages, and benefits

**Competency 5.0.5: Examine destination marketing industry in public and private sectors**

*Competency Builders:*

5.0.5.1 Analyze concept of destination marketing at local, state, and national levels
5.0.5.2 Identify types of destination marketing
5.0.5.3 Identify services provided
5.0.5.4 Identify issues and trends
5.0.5.5 Identify role of technology
5.0.5.6 Identify nature of work environment
5.0.5.7 Identify employment opportunities and trends
5.0.5.8 Identify employment and educational requirements
5.0.5.9 Identify salaries, wages, and benefits

**Competency 5.0.6: Examine travel agency and tour operations**

*Competency Builders:*

5.0.6.1 Analyze differences between travel agencies and tour operators
5.0.6.2 Identify services provided
5.0.6.3 Identify issues and trends
5.0.6.4 Identify role of technology
5.0.6.5 Identify nature of work environment
5.0.6.6 Identify employment opportunities and trends
5.0.6.7 Identify employment and educational requirements
5.0.6.8 Identify salaries, wages, and benefits
5.0.6.9 Identify professional organizations

* Advancing
** Futuring
Unit 6: Product/Service Planning

Competency 6.0.1: Plan products/services to be provided

Competency Builders:
- 6.0.1.1 Solicit and communicate customer feedback
- 6.0.1.2 Communicate customer needs and wants
- 6.0.1.3 Research competition
- 6.0.1.4 Evaluate current products/services
- 6.0.1.5 Follow company policies and procedures
- 6.0.1.6 Identify company objectives*
- 6.0.1.7 Identify target market*
- 6.0.1.8 Identify customer needs and wants*
- 6.0.1.9 Identify applicable grades and standards*
- 6.0.1.10 Analyze role of special customer services*
- 6.0.1.11 Identify legal issues*
- 6.0.1.12 Identify available resources*
- 6.0.1.13 Select products/services
- 6.0.1.14 Conduct test-marketing*
- 6.0.1.15 Implement plan*

Competency 6.0.2: Perform quality customer services

Competency Builders:
- 6.0.2.1 Handle customer inquiries, problems, and special needs
- 6.0.2.2 Analyze importance of good customer service
- 6.0.2.3 Display appropriate work behaviors
- 6.0.2.4 Use appropriate customer service techniques
- 6.0.2.5 Follow procedures for handling difficult customers
- 6.0.2.6 Anticipate and meet customer needs
- 6.0.2.7 Promote additional guest services
- 6.0.2.8 Follow company procedures
- 6.0.2.9 Interpret company policies and procedures to customers*

Unit 7: Promotion

Competency 7.0.1: Implement company promotions

Competency Builders:
- 7.0.1.1 Identify company promotions
- 7.0.1.2 Communicate promotions to customers
- 7.0.1.3 Support promotional efforts
- 7.0.1.4 Suggest new promotional ideas

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Competency 7.0.2: Prepare promotional plan*

**Competency Builders:**

7.0.2.1 Develop theme*
7.0.2.2 Propose promotional budget*
7.0.2.3 Develop long-range goals and objectives*
7.0.2.4 Identify target markets*
7.0.2.5 Identify types of promotions*
7.0.2.6 Identify cost factors when selecting promotional methods*
7.0.2.7 Develop a promotional mix*
7.0.2.8 Develop promotional strategies*
7.0.2.9 Identify types of media*
7.0.2.10 Calculate media costs*
7.0.2.11 Select media mix*
7.0.2.12 Review coordination of promotional and media activities*
7.0.2.13 Develop time lines*
7.0.2.14 Evaluate promotional plan*

Unit 8: Selling

Competency 8.0.1: Sell products/services

**Competency Builders:**

8.0.1.1 Demonstrate knowledge of products/services
8.0.1.2 Identify company selling policies
8.0.1.3 Question/probe for information
8.0.1.4 Qualify customers
8.0.1.5 Open sales presentation
8.0.1.6 Use feature/benefit selling
8.0.1.7 Demonstrate products/services
8.0.1.8 Handle customer/client objections
8.0.1.9 Use suggestive selling
8.0.1.10 Close sale
8.0.1.11 Evaluate self-performance
8.0.1.12 Perform follow-up activities
8.0.1.13 Use appropriate telephone etiquette and sales techniques

Competency 8.0.2: Manage selling activities*

**Competency Builders:**

8.0.2.1 Identify sales quotas*
8.0.2.2 Maintain records*
8.0.2.3 Coordinate sales effort with other departments*
8.0.2.4 Maintain and use customer/prospect list*
8.0.2.5 Use computer technology*

* Advancing
** Futuring
Unit 9: Distribution

Competency 9.0.1: Make distribution decisions for products

Competency Builders:

- 9.0.1.1 Identify components of distribution process
- 9.0.1.2 Identify distribution channels
- 9.0.1.3 Identify storage methods
- 9.0.1.4 Identify storage facilities
- 9.0.1.5 Identify transportation methods
- 9.0.1.6 Choose distribution systems
- 9.0.1.7 Follow government regulations
- 9.0.1.8 Identify current trends in travel and tourism distribution
- 9.0.1.9 Use computer technology to facilitate distribution processes and decisions*

Competency 9.0.2: Make distribution decisions for services

Competency Builders:

- 9.0.2.1 Identify components of distribution process
- 9.0.2.2 Identify distribution channels
- 9.0.2.3 Choose distribution systems
- 9.0.2.4 Follow government regulations
- 9.0.2.5 Identify current trends in travel and tourism distribution
- 9.0.2.6 Use computer technology to facilitate distribution processes and decisions*

Unit 10: Pricing

Competency 10.0.1: Analyze factors affecting pricing

Competency Builders:

- 10.0.1.1 Identify effects of deregulation and antitrust legislation
- 10.0.1.2 Identify psychological effects of pricing
- 10.0.1.3 Analyze yield management
- 10.0.1.4 Compare pricing strategies
- 10.0.1.5 Determine how supply and demand affect price
- 10.0.1.6 Evaluate price of competitors
- 10.0.1.7 Examine methods of adjusting selling prices
- 10.0.1.8 Analyze current rate fluctuations affecting pricing in travel and tourism industry*

Competency 10.0.2: Determine selling price*

Competency Builders:

- 10.0.2.1 Apply cost-accounting information*
- 10.0.2.2 Estimate fixed and variable expenses*
- 10.0.2.3 Determine profit margin*
- 10.0.2.4 Calculate break-even points*
- 10.0.2.5 Determine and calculate markup*
- 10.0.2.6 Use computer technology*

* Advancing
** Futuring
Unit 11: Risk Management and Loss Prevention

Competency 11.0.1: Analyze business risks

Competency Builders:
11.0.1.1 Identify and communicate types of risks
11.0.1.2 Take appropriate action to minimize risks
11.0.1.3 Identify inventory-control procedures

Competency 11.0.2: Follow safety precautions

Competency Builders:
11.0.2.1 Maintain safe work area
11.0.2.2 Handle, store, and operate equipment
11.0.2.3 Practice safety habits to prevent accidents
11.0.2.4 Follow procedures for handling accidents
11.0.2.5 Identify and follow safety procedures for special populations
11.0.2.6 Report emergencies to proper authorities
11.0.2.7 Identify and follow government regulations
11.0.2.8 Use fire and safety equipment
11.0.2.9 Follow sanitation and hygiene procedures
11.0.2.10 Analyze economic impact of poor safety practices

Competency 11.0.3: Minimize external theft

Competency Builders:
11.0.3.1 Analyze how theft affects profit
11.0.3.2 Identify and communicate potential theft situations
11.0.3.3 Maintain organized selling area to discourage theft
11.0.3.4 Follow company policies regarding external theft
11.0.3.5 Follow security procedures
11.0.3.6 Follow computer security measures

Competency 11.0.4: Minimize internal theft

Competency Builders:
11.0.4.1 Identify types of internal loss
11.0.4.2 Identify potential loss situations
11.0.4.3 Report employee theft
11.0.4.4 Follow company policies regarding internal theft
11.0.4.5 Follow security procedures
11.0.4.6 Follow computer security measures

* Advancing
** Futuring
Competency 11.0.5: Prevent losses in sales transactions

Competency Builders:
11.0.5.1 Identify potential loss situations
11.0.5.2 Inspect for counterfeit currency and bad checks
11.0.5.3 Identify and prevent credit card fraud
11.0.5.4 Follow proper sales transaction procedures
11.0.5.5 Report errors to proper authority
11.0.5.6 Correct errors
11.0.5.7 Follow company policies

Unit 12: Financing

Competency 12.0.1: Follow credit and collection procedures

Competency Builders:
12.0.1.1 Identify purposes and importance of credit
12.0.1.2 Identify types of credit
12.0.1.3 Communicate credit and collection procedures to customers
12.0.1.4 Process credit documents
12.0.1.5 Identify costs associated with offering credit
12.0.1.6 Follow company policies

Competency 12.0.2: Analyze financial considerations for businesses*

Competency Builders:
12.0.2.1 Identify methods of obtaining credit*
12.0.2.2 Develop a budget*

Competency 12.0.3: Perform financial functions*

Competency Builders:
12.0.3.4 Interpret financial plan*
12.0.3.2 Use computer technology for financial management*
12.0.3.3 Make financial decisions*
12.0.3.4 Forecast sales*
12.0.3.5 Project costs*
12.0.3.6 Estimate profit or loss*
12.0.3.7 Approve payment of bills*

Competency 12.0.4: Analyze accounting principles

Competency Builders:
12.0.4.1 Identify basic accounting principles
12.0.4.2 Identify basic computer accounting applications
12.0.4.3 Interpret balance sheets*
12.0.4.4 Interpret profit and loss statements*
12.0.4.5 Interpret cash-flow analysis statements*
12.0.4.6 Identify financial control procedures*

* Advancing
** Futuring
Unit 13: Purchasing

Competency 13.0.1: Evaluate factors influencing purchasing decisions*

Competency Builders:
13.0.1.1 Identify financial constraints*
13.0.1.2 Compare products/services of suppliers*
13.0.1.3 Follow company buying and purchasing policies*
13.0.1.4 Negotiate discounts*
13.0.1.5 Research product/service costs*

Competency 13.0.2: Purchase products/services

Competency Builders:
13.0.2.1 Identify types of products/services needed in industry segment
13.0.2.2 Identify storage space
13.0.2.3 Identify preferred supplier relationships
13.0.2.4 Plan purchases
13.0.2.5 Prepare purchasing documents
13.0.2.6 Follow company procedures
13.0.2.7 Order products/services*
13.0.2.8 Plan and schedule deliveries*
13.0.2.9 Make purchasing decisions based on target market*

Competency 13.0.3: Control inventory of products/services

Competency Builders:
13.0.3.1 Receive and verify products
13.0.3.2 Identify service inventory (e.g., hotel rooms, air space to sell)
13.0.3.3 Verify accuracy of service orders
13.0.3.4 Process invoices
13.0.3.5 Follow company inventory-control procedures
13.0.3.6 Perform stock counts
13.0.3.7 Maintain stock levels
13.0.3.8 Calculate inventory discrepancies*
13.0.3.9 Use computer technology

Unit 14: Marketing Information Management

Competency 14.0.1: Use marketing information to make decisions

Competency Builders:
14.0.1.1 Identify types and sources of marketing information
14.0.1.2 Identify market demand and competitive conditions
14.0.1.3 Use computer technology to maintain marketing information (e.g., guest or client history)
14.0.1.4 Read trade publications
14.0.1.5 Identify marketing information systems*
14.0.1.6 Identify techniques used in forecasting*
14.0.1.7 Monitor marketing trends*

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Competency 14.0.2: Conduct marketing research

Competency Builders:
14.0.2.1 Analyze importance of marketing research
14.0.2.2 Identify purposes of marketing research
14.0.2.3 Collect data
14.0.2.4 Select appropriate type of research*
14.0.2.5 Develop research materials*
14.0.2.6 Interpret and communicate results*
14.0.2.7 Write research report*

Competency 14.0.3: Develop a marketing plan

Competency Builders:
14.0.3.1 Identify uses of a marketing plan
14.0.3.2 Use marketing research
14.0.3.3 Identify objectives
14.0.3.4 Present plan for approval
14.0.3.5 Determine department's mission*
14.0.3.6 Complete situation analysis*
14.0.3.7 Identify and select target markets*
14.0.3.8 Develop objectives for each target market*
14.0.3.9 Design marketing mix strategies*
14.0.3.10 Determine action plan*
14.0.3.11 Implement marketing plan*
14.0.3.12 Evaluate and monitor implementation of marketing plan*
14.0.3.13 Review marketing plan as needed*

Unit 15: Computer Operations

Competency 15.0.1: Analyze computerization in travel and tourism industry

Competency Builders:
15.0.1.1 Identify importance of computerization
15.0.1.2 Identify trends of computerization by industry segment
15.0.1.3 Identify various computer systems and software used by industry segments
15.0.1.4 Identify uses of computer systems and software by industry segment
15.0.1.5 Analyze costs and benefits of computerization

Competency 15.0.2: Use computers

Competency Builders:
15.0.2.1 Use touch-keyboarding skills
15.0.2.2 Apply computer literacy
15.0.2.3 Identify coding systems by industry segment
15.0.2.4 Enter data
15.0.2.5 Create records
15.0.2.6 Maintain records
15.0.2.7 Print data
15.0.2.8 Use appropriate computer software according to industry segment

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Unit 16: Employability Skills
Subunit 16.1: Career Development

Competency 16.1.1: Investigate career options

*Competency Builders:*
16.1.1.1 Determine interests and aptitudes
16.1.1.2 Identify career options
16.1.1.3 Research occupations matching interests and aptitudes
16.1.1.4 Select career(s) that best match(es) interests and aptitudes
16.1.1.5 Identify advantages and disadvantages of career options, including nontraditional careers
16.1.1.6 Assess differences in wages, annual incomes, and job opportunities based on geographic location
16.1.1.7 Develop a career plan

Competency 16.1.2: Analyze potential barriers to employment

*Competency Builders:*
16.1.2.1 Identify common barriers to employment
16.1.2.2 Describe strategies to overcome employment barriers

Unit 16: Employability Skills
Subunit 16.2: Decision Making and Problem Solving

Competency 16.2.1: Apply decision-making techniques in the workplace

*Competency Builders:*
16.2.1.1 Identify the decision to be made
16.2.1.2 Compare alternatives
16.2.1.3 Determine consequences of each alternative
16.2.1.4 Make decisions based on values and goals
16.2.1.5 Evaluate the decision made

Competency 16.2.2: Apply problem-solving techniques in the workplace

*Competency Builders:*
16.2.2.1 Diagnose the problem and its causes
16.2.2.2 Identify alternatives and their consequences in relation to the problem
16.2.2.3 Examine multicultural and nonsexist dimensions of problem solving
16.2.2.4 Utilize resources to explore possible solutions to the problem
16.2.2.5 Compare and contrast the advantages and disadvantages of each solution
16.2.2.6 Determine appropriate action
16.2.2.7 Evaluate results

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Unit 16: Employability Skills
Subunit 16.3: Work Ethic

Competency 16.3.1: Evaluate the relationship of self-esteem to work ethic

Competency Builders:
16.3.1.1 Identify special characteristics and abilities in self and others
16.3.1.2 Identify internal and external factors that affect self-esteem

Competency 16.3.2: Analyze the relationship of personal values and goals to work ethic both in and out of the workplace

Competency Builders:
16.3.2.1 Distinguish between values and goals
16.3.2.2 Determine the importance of values and goals
16.3.2.3 Evaluate how values affect goals
16.3.2.4 Identify short-term and long-term goals
16.3.2.5 Prioritize personal goals
16.3.2.6 Describe how personal values are reflected in work ethic
16.3.2.7 Describe how interactions in the workplace affect personal work ethic
16.3.2.8 Examine how life changes affect personal work ethic

Competency 16.3.3: Demonstrate work ethic

Competency Builders:
16.3.3.1 Examine factors that influence work ethic
16.3.3.2 Exhibit characteristics that reflect an appropriate work ethic

Unit 16: Employability Skills
Subunit 16.4: Job-Seeking Skills

Competency 16.4.1: Prepare for employment

Competency Builders:
16.4.1.1 Identify traditional and nontraditional employment sources
16.4.1.2 Utilize employment sources
16.4.1.3 Research job opportunities, including nontraditional careers
16.4.1.4 Interpret equal employment opportunity laws
16.4.1.5 Explain the critical importance of personal appearance, hygiene, and demeanor throughout the employment process
16.4.1.6 Prepare for generic employment tests and those specific to an occupation/organization
Competency 16.4.2: Design a résumé

Competency Builders:
16.4.2.1 Identify personal strengths and weaknesses
16.4.2.2 List skills and/or abilities, career objective(s), accomplishments/achievements, educational background, and work experience
16.4.2.3 Demonstrate legible written communication skills using correct grammar, spelling, and concise wording
16.4.2.4 Complete résumé using various formats
16.4.2.5 Secure references

Competency 16.4.3: Complete and process job application forms

Competency Builders:
16.4.3.1 Explain the importance of an application form
16.4.3.2 Identify ways to obtain job application forms
16.4.3.3 Describe methods for handling illegal questions on job application forms
16.4.3.4 Demonstrate legible written communication skills using correct grammar, spelling, and concise wording
16.4.3.5 Return application to proper person, request interview, and follow up

Competency 16.4.4: Demonstrate interviewing skills

Competency Builders:
16.4.4.1 Investigate interview environment and procedures
16.4.4.2 Explain the critical importance of personal appearance, hygiene, and demeanor
16.4.4.3 Demonstrate question and answer techniques
16.4.4.4 Demonstrate methods for handling difficult and/or illegal interview questions

Competency 16.4.5: Secure employment

Competency Builders:
16.4.5.1 Identify present and future employment opportunities within an occupation/organization
16.4.5.2 Research the organization/company
16.4.5.3 Use follow-up techniques to enhance employment potential
16.4.5.4 Compare and evaluate job offers

Unit 16: Employability Skills
Subunit 16.5: Job Retention Skills

Competency 16.5.1: Analyze the organizational structure of the workplace

Competency Builders:
16.5.1.1 Identify and evaluate employer expectations regarding job performance, work habits, attitudes, personal appearance, and hygiene
16.5.1.2 Be aware of and obey all company policies and procedures
16.5.1.3 Examine the role/relationship between employee and employer
16.5.1.4 Recognize opportunities for advancement and reasons for termination

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Competency 16.5.2: Maintain positive relations with others

Competency Builders:
16.5.2.1 Exhibit appropriate work habits and attitude
16.5.2.2 Identify behaviors to establish successful working relationships
16.5.2.3 Cooperate and compromise through teamwork and group participation
16.5.2.4 Identify alternatives for dealing with harassment, bias, and discrimination based on race, color, national origin, sex, religion, handicap, or age

Unit 16: Employability Skills
Subunit 16.6: Job Advancement

Competency 16.6.1: Analyze opportunities for personal and career growth

Competency Builders:
16.6.1.1 Determine opportunities within an occupation/organization
16.6.1.2 Compare and contrast other opportunities
16.6.1.3 List benefits of job advancement
16.6.1.4 Evaluate factors involved when assuming a new position within or outside an occupation/organization

Competency 16.6.2: Exhibit characteristics needed for advancement

Competency Builders:
16.6.2.1 Display a positive attitude
16.6.2.2 Demonstrate knowledge of a position
16.6.2.3 Perform quality work
16.6.2.4 Adapt to changing situations and technology
16.6.2.5 Demonstrate capability for different positions
16.6.2.6 Participate in continuing education/training programs
16.6.2.7 Respect, accept, and work with ALL individuals in the workplace

Unit 16: Employability Skills
Subunit 16.7: Technology in the Workplace

Competency 16.7.1: Assess the impact of technology in the workplace

Competency Builders:
16.7.1.1 Cite how past business/industry practices have influenced present business/industry processes
16.7.1.2 Investigate the use of technology in the workplace
16.7.1.3 Analyze how present skills can be applied to learning new technologies

Competency 16.7.2: Use a variety of technological applications

Competency Builders:
16.7.2.1 Explore mathematical, scientific, computer, and technological principles
16.7.2.2 Use technology to accomplish assigned tasks
16.7.2.3 Create solutions to problems using technical means

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Unit 16: Employability Skills
Subunit 16.8: Lifelong Learning

Competency 16.8.1: Apply lifelong learning to individual situations

**Competency Builders:**
16.8.1.1 Define lifelong learning
16.8.1.2 Identify factors that cause the need for lifelong learning

Competency 16.8.2: Adapt to change

**Competency Builders:**
16.8.2.1 Analyze the effects of change
16.8.2.2 Identify reasons why goals change
16.8.2.3 Describe the importance of flexibility when reevaluating goals
16.8.2.4 Evaluate the need for continuing education/training

Unit 16: Employability Skills
Subunit 16.9: Economic Education

Competency 16.9.1: Analyze global enterprise system

**Competency Builders:**
16.9.1.1 Identify characteristics of various enterprise systems
16.9.1.2 Examine the relationship between competition, risk, and profit
16.9.1.3 Illustrate how supply and demand influence price

Competency 16.9.2: Evaluate personal money management

**Competency Builders:**
16.9.2.1 Describe the need for personal management records
16.9.2.2 Identify methods of taxation
16.9.2.3 Analyze how credit affects financial security
16.9.2.4 Compare types and methods of investments
16.9.2.5 Prepare a personal budget
16.9.2.6 Be an informed and responsible consumer
16.9.2.7 Analyze the effects of advertising on the consumer

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Unit 16: Employability Skills
Subunit 16.10: Balancing Work and Family

Competency 16.10.1: Analyze the effects of family on work

**Competency Builders:**
16.10.1.1 Recognize how family values, goals, and priorities are reflected in the workplace
16.10.1.2 Identify present and future family structures and responsibilities
16.10.1.3 Describe personal and family roles
16.10.1.4 Analyze concerns of working parent(s)
16.10.1.5 Examine how family responsibilities can conflict with work
16.10.1.6 Resolve family-related conflicts
16.10.1.7 Explain how to use support systems/community resources to help resolve family-related conflicts

Competency 16.10.2: Analyze the effects of work on family

**Competency Builders:**
16.10.2.1 Identify responsibilities associated with paid and nonpaid work
16.10.2.2 Compare the advantages and disadvantages of multiple incomes
16.10.2.3 Explain how work can conflict with family responsibilities
16.10.2.4 Explain how work-related stress can affect families
16.10.2.5 Identify family support systems and resources

Unit 16: Employability Skills
Subunit 16.11: Citizenship in the Workplace

Competency 16.11.1: Exercise the rights and responsibilities of citizenship in the workplace

**Competency Builders:**
16.11.1.1 Identify the basic rights and responsibilities of citizenship
16.11.1.2 Examine the history and contributions of all racial, ethnic, and cultural groups

Competency 16.11.2: Cooperate with others in the workplace

**Competency Builders:**
16.11.2.1 Identify situations in which compromise is necessary
16.11.2.2 Examine how individuals from various backgrounds contribute to work-related situations
16.11.2.3 Demonstrate initiative to facilitate cooperation
16.11.2.4 Give and receive constructive criticism to enhance cooperation
Unit 16: Employability Skills
Subunit 16.12: Leadership

Competency 16.12.1: Evaluate leadership styles appropriate for the workplace

Competency Builders:
16.12.1.1 Identify characteristics of effective leaders
16.12.1.2 Compare leadership styles
16.12.1.3 Demonstrate effective delegation skills
16.12.1.4 Identify opportunities to lead in the workplace

Competency 16.12.2: Demonstrate effective teamwork skills

Competency Builders:
16.12.2.1 Identify the responsibilities of a valuable group member
16.12.2.2 Exhibit open-mindedness
16.12.2.3 Identify methods of involving each member of a team
16.12.2.4 Contribute to the efficiency and success of a group
16.12.2.5 Determine ways to motivate others

Competency 16.12.3: Utilize effective communication skills

Competency Builders:
16.12.3.1 Identify the importance of listening
16.12.3.2 Demonstrate assertive communication
16.12.3.3 Recognize the importance of verbal and nonverbal cues and messages
16.12.3.4 Analyze written material
16.12.3.5 Prepare written material
16.12.3.6 Give and receive feedback
16.12.3.7 Articulate thoughts
16.12.3.8 Use appropriate language

Unit 16: Employability Skills
Subunit 16.13: Entrepreneurship

Competency 16.13.1: Evaluate the role of small business in the economy

Competency Builders:
16.13.1.1 Identify the benefits of small business to a community
16.13.1.2 Analyze opportunities for small business in a community

Competency 16.13.2: Examine considerations of starting a business

Competency Builders:
16.13.2.1 Research a business idea
16.13.2.2 Compare various ways to become a small business owner
16.13.2.3 Investigate factors to consider in financing a new business
16.13.2.4 Evaluate entrepreneurship as a career option

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