

Hospitality Management-Lodging

General Assessment Information

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Test Type: The Hospitality Management-Lodging assessment is included in NOCTI's Teacher assessment battery. Teacher assessments measure an individual's technical knowledge and skills in a proctored proficiency examination format. These assessments are used in a large number of states as part of the teacher licensing and/or certification process, assessing competency in all aspects of a particular industry. NOCTI Teacher tests typically offer both a written and performance component that must be administered at a NOCTI-approved Area Test Center. Teacher assessments can be delivered in an online or paper/pencil format.

Revision Team: The assessment content is based on input from secondary, post-secondary, and business/industry representatives from the states of Idaho, Georgia, Michigan, New Jersey, Pennsylvania.



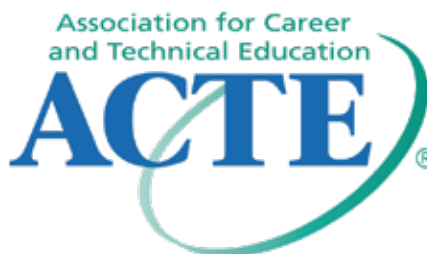
52.0909- Hotel, Motel, and Restaurant
Management



Career Cluster -
Hospitality and Tourism



11-9081.00- Lodging Managers



The Association for Career and Technical Education (ACTE), the leading professional organization for career and technical educators, commends all students who participate in career and technical education programs and choose to validate their educational attainment through rigorous technical assessments. In taking this assessment you demonstrate to your school, your parents and guardians, your future employers and yourself that you understand the concepts and knowledge needed to succeed in the workplace. Good Luck!

Written Assessment

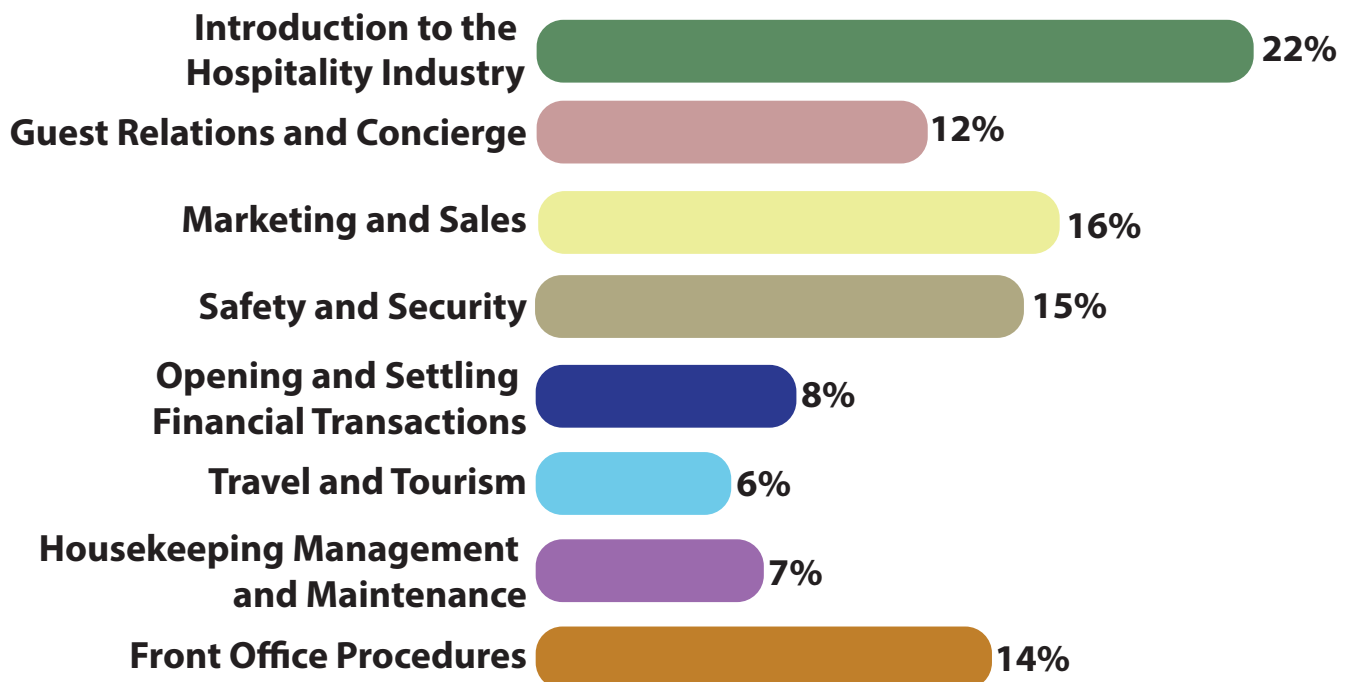
NOCTI written assessments consist of questions to measure an individual's factual theoretical knowledge.

Administration Time: 3 hours

Number of Questions: 161

Number of Sessions: This assessment may be administered in one, two, or three sessions.

Areas Covered



Specific Standards and Competencies Included in this Assessment

Introduction to the Hospitality Industry

- Describe standards of service
- Describe the function of human resources in the hospitality industry
- Display an understanding of hospitality terminology
- Define and categorize hotel organization and hotel segmentation
- Identify various career paths and opportunities within the hospitality industry
- Identify leadership characteristics to improve the quality of work and the work environment
- Work effectively in a team environment to improve the quality of work and the work environment

Guest Relations and Concierge

- Demonstrate effective professional skills (e.g., communication skills)
- Handle guest complaints
- Explain fee and pricing categories
- Provide guest information services (e.g., concierge service)

Marketing and Sales

- Describe the functions of the sales and marketing department
- Describe the products and amenities of lodging or food and beverage outlets
- Describe the elements of a marketing strategy
- Determine the target market
- Describe concepts of supply and demand
- Describe promotions and advertising (e.g., suggestive selling)
- Prepare sales, including banquet and group sales (e.g., themed events)

(Continued on the following page)

Specific Standards and Competencies (continued)

Safety and Security

- Demonstrate knowledge of safety regulations as required in the hospitality industry, including OSHA regulations
- Demonstrate appropriate personal hygiene and appearance
- Maintain guest and employee security and safety procedures (e.g., guest privacy)
- Describe rights of management, staff, and guests
- Describe hospitality industry-related legal responsibilities and issues

Opening and Settling Financial Transactions

- Describe and process financial transactions
- Describe night audit/closing manager procedures
- Operate POS (Point of Sale) system and/or cash register

Travel and Tourism

- Demonstrate knowledge of travel/tourism-related geography
- Accommodate different needs of travelers
- Demonstrate the use of technology in the travel industry

Housekeeping Management and Maintenance

- Identify housekeeping and maintenance terminology
- Describe, interpret, and maintain housekeeping and room status records
- Describe housekeeping standards and procedures

Front Office Procedures

- Identify front office terminology
- Explain functions of the reservations department
- Describe and operate electronic communication systems
- Describe the function of forecasting
- Calculate payroll and employee schedules
- Identify and perform front office responsibilities

Sample Questions

Which task is sometimes required of human resource managers?

- A. managing inventory
- B. meeting revenue goals
- C. handling guest complaints
- D. disciplining employees

What has the greatest impact on a hotel's marketing?

- A. amenities
- B. price
- C. staff
- D. cleanliness

The night auditor of a resort is responsible for

- A. financial receipts and transactions
- B. purchasing of food
- C. reservations for the next day
- D. scheduling of front desk staff

Which type of key opens all guest room doors that are not double-locked?

- A. emergency key
- B. master key
- C. swipe card
- D. room card

Forecasting is divided into three categories: revenue, demand, and

- A. employment
- B. vacancy
- C. occupancy
- D. staffing

Performance Assessment

NOCTI performance assessments allow individuals to demonstrate their acquired skills by completing actual jobs using the tools, materials, machines, and equipment related to the technical area.

Administration Time: 2 hours and 10 minutes

Number of Jobs: 5

Areas Covered:

15% Folio and Form Completion

Participant will complete form with guest information, room information, and balance of all charges.

25% Guest Relations Role Play

Participant will complete guest account, upsell, give guest a key, directions, and information sheet, and handle problems that arise.

23% Pricing Menu Items

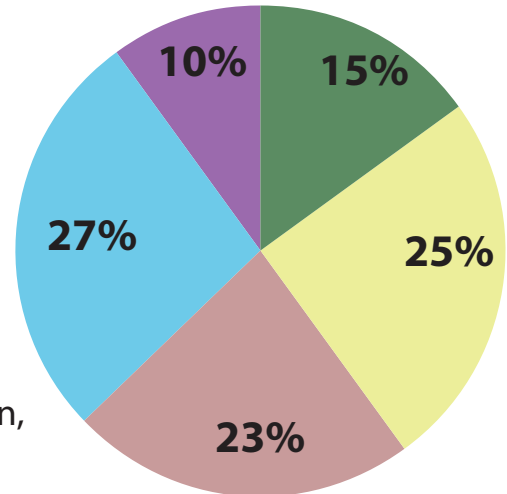
Participant will calculate food cost for continental breakfast, room charge, total cost of breakfast, total cost per person, and total cost of meeting.

27% Complete a Banquet Event Order Form

Participants will complete order with contact information, room set-up, menu items, and financial calculations.

10% Set Up Continental Breakfast Buffet Table

Participants will set up a continental breakfast buffet.



Sample Job

Folio and Form Completion

Maximum Time: 30 minutes

Participant Activity: Using the information provided, the participant will complete the guest account, including the transaction, the transaction code, the reference code, and the initials of the person posting the charges.