

Lodging and Recreation

Exam Information	Description
Exam number 414 Items 33 National Career Cluster Hospitality, Events, & Tourism Certification available Yes	The Lodging & Recreation industry certification exam assesses an overview of the lodging and recreation industries nationwide. Learners demonstrate their understanding of lodging, front office operations, forecasting, occupancy levels, recreation, and recreation agencies. The exam also evaluates their knowledge of current trends, ethical issues, safety, and liabilities within these industries.

Exam Blueprint and Performance Skills

Standard	Percentage of exam score
1. Lodging Classifications*	14%
2. Front Office Operations*	23%
3. Forecasting & Rates	16%
4. Torts, Liabilities, & Safety	2%
5. Recreation Terms, Motivation, & Benefits	20%
6. Public & Community Recreation Agencies*	11%
7. Private Recreation Agencies	11%
8. Collaboration in Recreation & Lodging*	3%
9. Current Trends & Ethical Issues (Optional)	0%

*Includes performance skill evaluation

Standard 1 - Lodging Classifications (14% of exam score)

Candidates will identify types of lodging classifications.

Objective 1 Differentiate among the types of lodging accommodations and guest amenities.

Objective 2 Describe the role of franchising, independently operated companies and management companies.

Optional: Standard performance evaluations on the final page of this document

Standard 2 - Front Office Operations (23%)

Candidates will explain the different elements of front office operations.

Objective 1 Explain how availability, room status and other operating guidelines affect the assignment of guestrooms.

1. Determine how to know when a room is available for sale. (Room status report)
2. Distinguish guaranteed from non-guaranteed reservations.

Objective 2 Identify management styles within a variety of organizational structures.

1. Define industry management terms including yield, yield management, no-show, discount inventory control, overbooking and spoilage.

Objective 3 Explain how a property's computer system is used to create guest accounts.

1. Explain how account entries are made through front desk terminals (Property Management Systems or PMS) and remote point-of-sale (POS) terminals.

Objective 4 Explain the importance of check-in procedures, including guest registration, payment methods, pre-authorizations and key distribution.

1. Identify common information for guest folio (name, contact info, room type, dates of occupation).
2. Describe common payment methods for arriving guests (cash, debit, credit, direct billing and group billing).
3. Demonstrate procedure for pre-authorizations.
4. Issue keys or electronic keycards to registering guests using standard and safety guidelines.

Objective 5 Explain the importance of check-out procedures, including verifying settlement of accounts, to ensure guest satisfaction.

1. Inquire about recent charges and how to deal with a late charge.
2. Post outstanding charges to guest accounts.
3. Inquire about guest satisfaction to create a guest history record file.

Optional: Standard performance evaluations on the final page of this document

Standard 3 - Forecasting & Rates (16%)

Candidates will explain how forecasting and rates are used to maximize occupancy levels.

Objective 1 Identify information needed to forecast availability.

1. Calculate a no-show percentage.
2. Calculate a walk-in percentage.
3. Calculate an overstay percentage.
4. Calculate an under-stay percentage.
5. Create a ten-day forecast.

Objective 2 Explain how room rates are established and assigned.

1. Understand the various types of rates. (Rack, special, government, AARP, AAA, etc.)
2. Identify and calculate various taxes. (Transient Room, City Tax, State Tax)
3. Calculate RevPAR and ADR.

Standard 4 - Torts, Liabilities, & Safety (2%)

Candidates will understand torts, liabilities, and safety.

Objective 1 Maintain safe and healthful working conditions and environment in order to promote well-being in hospitality and tourism workplaces.

1. Assess workplace conditions with regard to safety and health.
2. Identify the types of risk of injury/illness at work.
3. Identify those who are susceptible to risk of injury/illness at work.
4. Describe ways to positively impact occupational safety and health.

Standard 5 - Recreation Terms, Motivations, & Benefits (20%)

Candidates will identify common recreation terms, motivation, and benefits for recreation.

Objective 1 Define and explain the following recreation terms: Recreation, Extrinsic Motivation, Intrinsic Motivation, Leisure Time, Quality of Life (QOL), Work-Life Balance.

Objective 2 Discuss factors that motivate individuals to recreate.

1. Describe intellectual, physical and social factors in terms of recreation choices.
2. Describe extrinsic vs. intrinsic motivation in terms of recreation choices.

Objective 3 Identify benefits of recreation for individuals and societies including: Improved physical and mental health, personal development, positive use of free time, promotes self-sufficiency and independence and socialization.

1. Determine how each of these improves both society and individuals and solves major

societal issues like juvenile delinquency, obesity and encourages positive cultural interaction and volunteer opportunities.

Standard 6 - Public & Community Recreation Agencies (11%)

Candidates will identify and describe public and community recreation agencies.

Objective 1 Locate and investigate the local municipal department offerings.

1. Identify programs (individuals and teams) for youth, adults, and seniors.
2. Determine how programs match community demographics.
3. Required fees, needed instructors and facilities, dates and times, and advertisements.
4. Identify and explain careers in community recreation.

Objective 2 Identify and describe the purpose and use of State Parks.

1. Discuss the purpose and mission of State Parks.
2. Explain stewardship and conservation of Natural Resources.
3. Identify and describe the uses of the three types of land in the State park system.
 - a. Park Area
 - b. Recreation Area
 - c. Natural Area

Objective 3 Identify and discuss State Park fees and public funding for State Parks.

1. Investigate fees charged at various State Parks including: entry, day use, activity fees.
2. Determine how public funding (i.e. taxes) are used to support state parks.

Objective 4 Identify National Parks and describe the purpose of National Parks.

1. Discuss the purpose and mission of National Parks.
 - a. "To preserve unimpaired the natural and cultural resources and values of the national park system, for the enjoyment, education, and inspiration of this and future generations."
2. Identify and discuss common National Park policies that protect the ecological environment and the safety of individuals (i.e. Use permits, public shuttles only, possible permits to even get into the park).
 - a. Debate whether these are the best practices for the problem at hand.
 - b. Brainstorm ideas that would better solve the current problem.

Optional: Standard performance evaluations on the final page of this document

Standard 7 - Private Recreation Agencies (11%)

Candidates will identify and describe private recreation agencies (run by businesses).

Objective 1 Identify and describe Indoor recreation business and industries.

Objective 2 Identify and describe Outdoor Recreation business and Industries.

1. Describe major recreation industries in your state (i.e. Ski and Snowboard, Rock Climbing, River, etc.).

Standard 8 - Collaboration in Recreation & Lodging (3%)

Candidates will learn collaboration in recreation and lodging.

Objective 1 Demonstrate proper use of grinding (abrasive) machines.

Objective 2 Demonstrate proper use of bandsaws.

Objective 3 Discuss (using real-world examples) partnerships between recreation businesses and lodging businesses to promote each other and increase tourism to the area..

Optional: Standard performance evaluations on the final page of this document

Standard 9 - Current Trends & Ethical Issues (Optional) (0%)

Candidates will identify and explain current trends and ethical issues in recreation and lodging.

Objective 1 Discuss current news on each topic as they become available.

Performance Skills Evaluation

Exam name: Lodging and Recreation

Candidate Name: _____

Performance assessments may be completed and evaluated any time before the certification is issued. The following performance skills can be used in connection with the associated standards and exam. The evaluator will function as the subject matter expert to determine if the candidate meets the skills requirements with a Yes/No for passing.

Standard 1 - Lodging Classifications Compare contrast management of different organizational structures including independently owned, chain affiliated, and corporations in the industry	Pass:
Standard 2 - Front Office Operations Demonstrate an “upsell” to arriving guests (bottom-up, top-bottom)	Pass:
Standard 6 - Public and Community Recreation Agencies - Analyze community needs and current offerings; develop an activity or league that can benefit the community - Identify and label recreational activities in five State Parks - Identify and explain careers within the State Parks and/or National Parks and careers that are created due to the existence of State and National Parks	Pass:
Standard 8 - Collaboration in Recreation and Lodging Choose a lodging business, and nearby State or National Park and a nearby recreation business. Create a promotional plan to work together and increase business for both companies and the national park (could include commercials, vacation packages, etc.)	Pass:

Evaluator Name:

Date:
