

Hospitality, Events, & Tourism Pathway

Delaware State Standards

Culinary & Restaurant Management

Aligned with NRAEF ProStart Curriculum, SkillsUSA, Advanced CTE frameworks, & USDOL

CRM1. Demonstrate Culinary Foundations and Food Preparation Techniques

Apply foundational culinary techniques—including mise en place, proper knife skills, safe and effective use of kitchen equipment, fundamental cooking methods, and recipe conversions—to prepare high-quality food products in accordance with industry safety and sanitation standards.

CRM2. Apply Food Safety and Sanitation Procedures

Demonstrate proficiency in safety, sanitation, and hygiene practices by applying ServSafe® standards and HACCP procedures, including proper prevention of foodborne illness, control of cross-contamination, and management of food allergens.

CRM3. Understand Nutrition and Menu Planning

Analyze fundamental nutrition principles and apply them to plan menus that accommodate dietary needs, support balanced meal patterns, and align with current nutritional guidelines.

CRM4. Manage Kitchen Operations and Inventory

Oversee kitchen operations by managing food preparation, receiving and storage, inventory control, portioning, food costing, employee scheduling, and staff workflow to ensure efficiency, food safety, and profitability in a professional kitchen environment.

CRM5. Demonstrate Front-of-House and Customer Service Skills

Deliver exceptional guest experiences by performing front-of-house responsibilities, including professional table service, seating management, and guest interaction. Demonstrate hospitality by fulfilling the duties of various front-of-house roles—such as host, server, and busser—while following service workflows and applying key customer service skills, including active listening, empathy, professionalism, and problem-solving, to maintain a welcoming, efficient, and guest-focused environment.

CRM6. Explore Business and Restaurant Management Concepts

Develop foundational knowledge of foodservice business operations by exploring financial management, cost and labor control, marketing strategies, and entrepreneurship. Demonstrate an understanding of how these concepts contribute to the success, sustainability, and profitability of restaurant and hospitality enterprises, while recognizing the importance of interdepartmental collaboration between front-of-house, back-of-house, and management teams to ensure cohesive and efficient operations.

CRM7. Utilize Culinary Technology and Equipment Safely and Effectively

Operate commercial kitchen equipment and digital tools with proficiency, emphasizing safety, cleanliness, and operational efficiency. Demonstrate how emerging technologies—such as inventory software, point-of-sale systems, and culinary innovation tools—can enhance food preparation, streamline operations, and support innovation in the culinary and restaurant industry.

CRM8. Demonstrate Sustainability and Ethical Practices in Foodservice

Apply sustainable and ethical practices in foodservice operations by reducing food waste, sourcing local and seasonal ingredients, conserving resources, and promoting fair and respectful treatment of staff, consumers, and the broader community.

CRM9. Collaborate in Culinary Teams and Reflect on Leadership

Work effectively in culinary teams by applying collaboration, communication, and project management skills during lab-based and simulated restaurant experiences. Demonstrate leadership by taking initiative, supporting team roles, and reflecting on personal growth, decision-making, and the impact of leadership styles in foodservice environments.

Hospitality & Lodging Management

Aligned with AHLEI and Advance CTE frameworks

HLM1. Explore the Structure and Sectors of the Hospitality Industry

Explain how the hospitality industry is organized by describing its primary sectors—lodging, food and beverage, travel and tourism, recreation, and events—and map the corresponding career pathways from entry-level to management positions within each sector.

HLM 2. Perform Front Office and Guest Services Functions

Demonstrate front office and guest service skills by accurately managing reservation systems, executing guest check-in and check-out procedures, providing concierge services, and applying guest satisfaction protocols to ensure a positive and professional lodging experience.

HLM 3. Apply Housekeeping and Facilities Management Standards

Maintain cleanliness, safety, and operational efficiency in guest rooms, laundry services, and common areas by following established housekeeping procedures and industry guidelines for quality assurance and facility management.

HLM4. Demonstrate Customer Service and Guest Relations Excellence

Provide exceptional guest service by responding to inquiries, resolving issues through service recovery strategies, and creating personalized experiences using empathy, professionalism, and effective verbal and non-verbal communication.

HLM5. Understand Sales, Marketing, and Revenue Management

Develop and implement strategies to increase occupancy, maximize revenue, and build guest loyalty by applying principles of branding, customer segmentation, promotions, and dynamic pricing. Use cross-

curricular math skills to analyze data, calculate rates, forecast demand, and evaluate revenue performance in lodging operations.

HLM6. Examine Leadership, Supervision, and Human Resources in Lodging Operations

Explore leadership and supervisory responsibilities by managing staff scheduling, training, and performance evaluations while ensuring compliance with labor laws and fostering a positive, productive workplace environment.

HLM 7. Integrate Technology in Lodging Operations

Enhance operational efficiency by utilizing property management systems (PMS), point-of-sale systems (POS), digital communication tools, and other hospitality technologies to support guest services and back-of-house functions.

HLM 8. Ensure Legal, Ethical, and Safe Hospitality Practices

Follow laws and policies related to safety, privacy, discrimination, harassment, sustainability, and accessibility in hospitality environments.

Event & Tourism Leadership

Aligned with DECA, EIC, and U.S. Department of Labor models

ETL 1. Understand the Foundations of Event and Tourism Industries

Explore the structure, purpose, and economic impact of the event and tourism industries at local, national, and global levels. Identify key sectors and stakeholder roles, and examine a variety of venues—including convention centers, hotels, resorts, stadiums, cultural sites, and outdoor spaces—and their role in supporting event and tourism experiences.

ETL 2. Develop and Execute Event Plans

Design and implement event proposals that include budgets, timelines, vendor coordination, risk mitigation strategies, and contingency plans. Demonstrate effective client communication, incorporate contractual agreements, and manage logistical details to ensure successful event execution and client satisfaction.

ETL 3. Market Destinations and Promote Events

Develop and implement marketing strategies to promote events and tourism destinations by applying branding principles, digital media tools, and social media campaigns—target diverse audiences through market research and engagement tactics that enhance visibility, attendance, and economic impact.

ELT 4. Manage Logistics and On-Site Operations

Coordinate all aspects of on-site event operations by managing timelines, vendor communication, setup, technical requirements, staffing, registration, and activity flow. Ensure smooth execution through effective logistical planning, real-time problem-solving, and a focus on the guest experience.

ELT 5. Apply Leadership and Team Management in Event Settings

Demonstrate effective leadership in event environments by making informed decisions, managing staff and volunteers, and delegating tasks across front-of-house (e.g., guest services, registration, ushers) and back-of-house (e.g., catering, technical support, setup/breakdown) roles. Foster team service excellence by promoting adaptability, collaboration, and clear communication in response to real-time challenges, ensuring seamless event execution and a positive working environment.

ELT 6. Use Technology and Event Management Tools

Utilize event management software, virtual collaboration tools, and emerging technologies to streamline event planning, communication, scheduling, and execution. Apply digital tools to coordinate logistics, track tasks, engage audiences, and enhance the overall efficiency and impact of live, hybrid, and virtual events.

ELT 7. Promote Sustainable and Inclusive Practices in Tourism

Design tourism and event experiences that prioritize environmental responsibility, cultural respect, and social inclusion. Incorporate sustainable practices, support local communities, and ensure accessibility for diverse populations to create meaningful, ethical, and welcoming guest experiences.

ELT 8. Engage in Customer Service and Stakeholder Communication

Build and maintain positive relationships with clients, vendors, sponsors, and guests by demonstrating professional communication, active listening, and high-quality service standards.

ELT 9. Apply Legal and Ethical Principles in Event and Tourism Operations

Follow legal regulations and ethical standards in event and tourism operations by adhering to industry best practices related to contracts, licensing, permits, insurance, liability, and risk management. Demonstrate integrity and accountability in all planning and operational decisions to ensure safe, lawful, and responsible experiences.

Cross-Cutting Themes

I. Demonstrate Professionalism and Work Ethic

Exhibit responsibility, dependability, initiative, and ethical behavior in both academic and workplace settings. Maintain a positive attitude, respect workplace expectations, and consistently uphold industry standards for professionalism across culinary, hospitality, and event environments.

II. Communicate Effectively Across Contexts

Engage in clear, respectful, and audience-appropriate verbal, nonverbal, and written communication in both customer-facing and team-based interactions. Adapt communication style to suit diverse roles, settings, and stakeholders across culinary,

hospitality, and event environments, supporting collaboration, service excellence, and professional relationships.

III. Collaborate and Lead in Diverse Teams

Apply teamwork, empathy, and conflict resolution skills to contribute effectively in diverse group settings. Demonstrate flexibility, cultural awareness, and shared responsibility while supporting team goals, and take initiative to lead when appropriate in culinary, hospitality, and event environments.

IV. Think Critically and Solve Problems

Use logical reasoning, data analysis, and creative thinking to identify challenges, evaluate options, and implement effective solutions. Apply problem-solving strategies in dynamic culinary, hospitality, and event scenarios to support quality, safety, efficiency, and guest satisfaction.

V. Demonstrate Adaptability and Resilience

Manage stress, respond constructively to feedback, and adjust to changing priorities and conditions. Persist in achieving individual and team goals in a positive and professional mindset.

VI. Apply Academic Knowledge in Technical Contexts

Integrate academic skills (math, reading, and science) to support planning, operations, problem-solving, and communication in real-world industry contexts.

VII. Utilize Technology and Digital Tools Strategically

Select and use appropriate digital resources and industry technologies to enhance productivity and customer experiences.

VIII. Exhibit Cultural Competence and Inclusive Practices

Respect diverse identities and perspectives while fostering inclusive, welcoming environments for all guests and team members.

IX. Engage in Continuous Learning and Career Development

Demonstrate personal growth through goal setting, feedback reflection, and exploration of education and career pathways.