

2010 LODGING MANAGEMENT PROGRAM



From Left to Right: Waipahu High School's Gordon Baon (Senior), Kamaile Victorino (Senior), Richard Danao (Junior) and Todd Nakayama (Instructor Extraordinaire)

The Lodging Management Program (LMP) is a two-year lodging curriculum designed for high school Juniors and Seniors. It was developed by the Education Institute of the American Hotel and Lodging Association with input from thousands of lodging professionals across the nation.

This school-to-career initiative prepares high school students for the adult working world. This is done by introducing the students to the many opportunities within the hospitality industry, learning activities that are motivating and hands on, and providing competencies necessary for success in various areas of the lodging industry. The focus is on industry orientation, careers, guest relations, professionalism, organization of hotels, reservations, the front office, housekeeping, and security/safety.

Successful completion of this Lodging Management Program includes 360 classroom hours, passing two cumulative final exams and completing an internship of at least 160 consecutive hours. Students who have completed all requirements will receive the distinction of Certified Rooms Division Specialist (CRDS) from the Education Institute.

Students from Waipahu High School competed in the American Hotel & Lodging Association's National Lodging Management Program Competition at the Orlando Airport Marriott in Florida on April 16-17, 2010. Under the guidance of their instructor Todd Nakayama, Hawaii's team consisted of Gordon Baon (Senior), Kamile Victorino (Senior) and Richard Dano.

This three day competition allowed competitors to demonstrate their hospitality knowledge by competing in a question and answer knowledge bowl, complete room inspections; hotels accounting tasks; analyzing case studies in both Food & Beverage, and Sales & Marketing; as well as demonstrate their knowledge, skills and abilities in planning an event, to include, the invitation, Banquet Event Order (BEO), menu and floor plan. Depending on the state they were representing, teams were made up of 2-4 students.

The other events comprised of the Hospitality Project where students demonstrate creativity, presentation skills, and most importantly, teamwork in their knowledge, skills and abilities in planning an event. This included the invitation, Banquet Event Order, menu and floor plan. Students were judged on accuracy, presentation and organization of ideas in front of a panel of judges.

The other event was the Hotel Operations Competition where students demonstrated their knowledge, skills and abilities in hotel operations, critical thinking, problem solving, teamwork and writing. The students had to analyze two case scenarios in the departments of Housekeeping and Front Desk Operations by preparing solutions to the case studies within a 15-minute time frame and 5 minutes to prepare to present the case analyses to a team of judges. Students also were required to complete a room inspection utilizing an executive housekeeping checklist within 10 minutes as well as demonstrate their skills in accurately posting and calculating accounting information. Note that this is not a computer based program, but a paper posting competition.

Currently Waipahu High School is the only school in Hawaii offering the Lodging Management Program to its students. Todd is already looking ahead and getting ready for next year's competition. We congratulate Hawaii's team. They are the future leaders of our industry.

For more information on this program or how to obtain this program at your High School, please contact Tina Yamaki at (808) 923-0407 or email tyamaki@hawaiihotels.org