

# FH31 Hospitality and Tourism 1: Main Standards (2024)

Understand the structure of the hospitality and tourism industry. [FH31.1](#)

**1.01** Understand the various hospitality and tourism industry sectors and segmentation of guests. [FH31.1.01](#)

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**1.02** Understand the components of the lodging industry. [FH31.1.02](#)

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**1.03** Understand the food and beverage industry. [FH31.1.03](#)

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**1.04** Understand the elements of travel and tourism. [FH31.1.04](#)

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**1.05** Understand the facets of attractions and event management. [FH31.1.05](#)

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Understand safety and security challenges and safe food handling practices. [FH31.2](#)

**2.01** Understand safety and security processes for employees and guests. [FH31.2.01](#)

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**2.02** Understand solutions for safety and security challenges. [FH31.2.02](#)

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**2.03** Recognize practices to promote safe food handling. [FH31.2.03](#)

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Understand careers, CTSOs, employability, and technical skills in the Hospitality and Tourism Management industry. [FH31.3](#)

**3.01** Understand career and CTSO opportunities in the Hospitality and Tourism Management pathway. [FH31.3.01](#)

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**3.02** Apply durable employability skills needed in the hospitality and tourism industry. [FH31.3.02](#)

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**3.03** Understand technical skills needed in the hospitality and tourism industry. [FH31.3.03](#)

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Understand concepts of exceptional guest services. [FH31.4](#)

**4.01** Understand how customer service impacts the guest experience. [FH31.4.01](#)

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**4.02** Understand the employee role and impact on reputation management. [FH31.4.02](#)

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**4.03** Understand the use of technology used in customer service. [FH31.4.03](#)

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Understand trends in the hospitality and tourism industry and the economic,

**5.01** Understand the economic impact of hospitality and tourism industry. [FH31.5.01](#)

**environmental, and  
social impacts.** FH31.5

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**5.02 Understand environmental impacts of the hospitality and tourism industry.** FH31.5.02

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**5.03 Understand social impacts of the hospitality and tourism industry.** FH31.5.03

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**5.04 Understand trends in the hospitality and tourism industry.** FH31.5.04