



LODGING

Lodging youth apprentices ensure that guests on vacation or business travel have a pleasant experience at a hotel, motel, or other types of establishments with accommodations. Lodging apprentices also assist with ensuring that the establishment is run safely, efficiently, and profitably.

Length of Apprenticeship: One year

COMPETENCIES

Youth apprentices must complete a **total of 16** competencies per year. **Fifteen** must be from the list below. If necessary, employers can substitute **1** competency per year with another occupationally appropriate skill. That skill should be added to the competency list for assessment.

Required Competencies
1. Operate a telecommunications system
2. Process reservations
3. Assist with guest arrival and departure
4. Register the guest
5. Serve as guest liaison
6. Process guest checkout
7. Perform special guest services
8. Perform Front Office Duties
9. Prepare cleaning supplies and carts
10. Clean public spaces- Floors
11. Clean public spaces- Lobby/Front Desk
12. Clean public spaces- Other Areas
13. Clean guest rooms
14. Clean laundry
15. Manage room supply and linen inventory
16. Assist with management tasks

POST-SECONDARY PATHWAYS

There are several post-secondary pathway opportunities in this area. Following is partial list.

- Hospitality Management
- Hotel and Restaurant Management
- Lodging and Hospitality Specialist



LODGING

Youth Apprenticeship

ON-THE-JOB LEARNING PERFORMANCE STANDARDS GUIDE

YOUTH APPRENTICE INFORMATION

Youth Apprentice Name	
YA Coordinator	YA Consortium
School District	High School Graduation Date

REQUIREMENTS

Youth apprentices must complete ALL the items listed below. Check completed areas.

- Year 1 Competency checklist
- Employability Skills checklist (in this OJL Guide) or the DPI Employability Skills Certificate
- Related instruction equal to 1 high school credit or at least 3 college credits
- Minimum of 450 work hours

HOURS

Record the hours the youth apprentice worked this year.

Total Hours Employed	Company Name	Telephone Number

REQUIRED COMPETENCIES

Youth apprentices must perform a total of **16 competencies**. **Fifteen** must come from the list below. If necessary, employers can substitute up to **1** competency per year with another occupationally appropriate skill. That skill should be added to the bottom of the list for assessment.

Rating Scale

- 3: Exceeds entry level criteria | Requires minimal supervision | Consistently displays this behavior
 2: Meets entry level criteria | Requires some supervision | Often displays this behavior
 1: Needs improvement | Requires much assistance and supervision | Rarely displays behavior

Competency and Rating Criteria	Minimum Rating of 2 for EACH Check Rating		
	1	2	3
1. Operate a telecommunications system <ul style="list-style-type: none"> • use the computer system and/or switchboard • maintain/use the guest information directory • respond to guest questions appropriately • process guest charges • process wake-up calls • follow guest privacy and security measures • process mail/packages/emails etc. • complete/run reports and forms • respond to emergencies and alarms as required • assist with property evacuation through telecommunication systems, if applicable • respond to dissatisfied guests 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Process reservations <ul style="list-style-type: none"> • use the reservations computer system • greet callers and direct calls • determine availability • take reservations by telephone, form, or internet • take reservations for guests in group blocks • modify or cancel a reservation • promotes special marketing programs • block rooms • assist guests with special requests • process reservation records and confirmations • set up/monitor group reservation masters • give directions • provide information to potential guests, as requested 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Competency and Rating Criteria	Minimum Rating of 2 for EACH Check Rating		
	1	2	3
<p>3. Assist with guest arrival and departure</p> <ul style="list-style-type: none"> welcome guests and offer assistance maintain a clear drive-up/drop off area use the guest information records load and transport luggage/other articles assist with luggage for group arrivals and departures deliver guest service equipment/supplies provide door service for guests, if applicable assist/guide guests to room show rooms/check rooms for occupancy provide storage for guest luggage arrange transportation for guests clean entrance/ lobby/bell-valet stand/luggage carts monitor parking and sidewalk areas area(s) for safety and accessibility report vehicle accidents, if requested 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>4. Register the guest</p> <ul style="list-style-type: none"> use front desk equipment organize the front desk/prepare for check-ins prepare and use the arrival reservation records greet guests according to organization-specific standards provide hotel information to guest(s) block and unblock room set up preregistrations apply guest privacy/security measures use security measures to confirm guest identity and maintain privacy check pre-registration information is complete identify the length of stay identify the method of payment secure authorization for credit cards issue keys or electronic keycards to registering guests using standard guidelines use effective sales techniques to upsell preregister and check in group arrivals relocate guests in sold-out situations process mail/packages/faxes/emails maintain guest information records use property maps to direct guests to room locations handle special requests/service problems for guests pick up, use, balance, and turns in the cash bank process late charges process wake-up calls, if requested 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Competency and Rating Criteria	Minimum Rating of 2 for EACH Check Rating		
	1	2	3
<p>5. Serve as guest liaison</p> <ul style="list-style-type: none"> • use the computer system and guest history system • order VIP amenities, if applicable • prepare/place welcome notes in guestrooms • make courtesy calls to guests • maintain the guest information records • provide information about local restaurants/destinations • respond to guest inquiries or requests • prepare maps and provides directions • prepare and send thank-you notes • assist guests with future reservations • assist guests with travel reservations • arrange transportation for guests • arrange services for guests • arrange tours/activities for guests, if requested • respond to guest concerns • respond to emergencies and alarms as required 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>6. Process guest checkout</p> <ul style="list-style-type: none"> • apply guest privacy/security measures • verify account information • post guest charges and payments • inquire about recent charges • check for mail, messages, and faxes • check for safe deposit or in-room safe keys • secure the room key or electronic keycard if applicable • present the account for payment to the guest • inquire about guest satisfaction to update guest profile • adjust disputed guest charges • verify the method of payment established at registration • process guest account payments • combine payment methods to serve guests/customers • operate POS (point of sale) system and/or cash register • settle guest check and thanks guest(s) • update the room's status through the property's inventory system • keep the front desk clean and orderly • reconcile room status/housekeeping report • prepare a current status report 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Competency and Rating Criteria	Minimum Rating of 2 for EACH Check Rating		
	1	2	3
<p>7. Perform special guest services</p> <ul style="list-style-type: none"> • process safe-deposit-box transactions, if requested • process/deliver mail, messages, faxes, email, etc. • provide valet parking, if requested • arrange for item(s) or service(s) requested by guest(s) • respond to guest service issues • escalate service issues to management when necessary • process lost and found items • prepare maps and provide directions 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>8. Perform front office duties</p> <ul style="list-style-type: none"> • assist with preparing room availability forecasts • review the arrivals list for errors • call competing properties/monitor business • assist to calculate percentages and a 10-day forecast • process prepayments/advance deposits • process reservation changes/cancellations • process travel agent no-shows/cancellations • process payments • process gift certificates • process a direct bill account • combines payment methods to serve guests/customers • operate POS (point of sale) system and/or cash register • settle guest check and thank guest(s) • Complete/run all required reports • balance end of shift transactions 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>9. Prepare cleaning supplies and carts</p> <ul style="list-style-type: none"> • obtain required supplies from storage for area to be cleaned • restock carts with supplies • use personal protective equipment (PPE) as required • handle cleaning solutions and chemicals safely, as indicated on SDS • wash hands as required • return used supplies to storage or for disposal as required • keep cart organized • complete required records for stocking, use, and return/disposal of supplies 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>10. Clean public spaces - floors</p> <ul style="list-style-type: none"> • sweep/mop hard floors • clean and wax tile floors • vacuum carpets • steam-extract carpets • remove stains from carpets • complete cleaning records 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Competency and Rating Criteria	Minimum Rating of 2 for EACH Check Rating		
	1	2	3
11. Clean public spaces - lobby/front desk <ul style="list-style-type: none"> • empty and clean public trash cans • empty and clean public ash urns • clean mirrors and dust furnishings • move furniture • vacuum fabric and upholstery • remove stains from fabric upholstery • steam-extract fabric upholstery • clean walls and baseboards • clean doors • clean chandeliers/light fixtures/fans • clean HVAC grates and vents • complete cleaning records 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Clean public spaces- other areas <ul style="list-style-type: none"> • empty and clean public trash cans • empty and clean public ash urns • clean mirrors and dust furnishings • clean HVAC grates and vents • clean doors • clean vending/ice machines and areas • clean/sanitize public drinking fountains • clean stairwell/rails/fire corridors/ledges • clean elevators • clean public telephone areas • clean/restock public/employee restrooms • clean/supply the pool and changing rooms, if applicable • clean employee cafeteria or break areas • complete cleaning records 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Competency and Rating Criteria	Minimum Rating of 2 for EACH Check Rating		
	1	2	3
<p>13. Clean guest rooms</p> <ul style="list-style-type: none"> • use a room status report to identify guestrooms for cleaning • locate vacated guest rooms on status report • enter the guestroom appropriately • prepare the guestroom for cleaning according to organization-specific procedures • prepare the bathroom for cleaning according to organization-specific procedures • clean the tub and shower area • clean the toilet • clean the sink and vanity • clean the bathroom • clean the guestroom closet • make the bed(s) • dust the guestroom • replenish supplies and amenities • clean windows, tracks, and sills • leave room guest ready • report and corrects problems found during inspection • complete end-of-shift duties • set up or remove special guest service equipment • complete cleaning records 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>14. Clean laundry</p> <ul style="list-style-type: none"> • review organization financial reports • sort linens and uniforms • pre-treat and/or rewash heavily soiled items • properly handle biohazards and report according to standards • load, operate, and unload washers and dryers • iron linens by hand or mechanically • fold linens by hand or mechanically • mend and sews linens and/or uniforms, if applicable • clean and maintains work areas • fill banquet/restaurant linen requisitions • deliver guest service supplies • process contract-cleaned linens/uniforms, if applicable • issue and receive employee uniforms, if applicable • restock housekeeping closets and carts • maintain required records 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Competency and Rating Criteria	Minimum Rating of 2 for EACH Check Rating		
	1	2	3
15. Manage room supply and linen inventory <ul style="list-style-type: none"> take physical inventory of room supplies and linens periodically against inventory records review inventories and records to determine room supply and linen quantity to order review discard records calculate Periodic Automatic Replenishment (PAR) number of room supplies and linens needed for full occupancy order room supplies and linens as needed to maintain physical inventory as required receive items upon delivery as required verify actual shipment received with purchase order and forwards documentation to appropriate person(s) store items as required 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Assist with management tasks <ul style="list-style-type: none"> establish or review criteria for cleaning guestrooms and public areas establish and review criteria for laundry services evaluate time-based tasks for estimated times schedule staff based on capacity forecasts and estimated times determine the values of inventory or stock calculate labor cost and methods to meet goals evaluate PAR levels determine PAR levels 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Competency Substitute (if you replaced a competency above, note the competency and rating)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			

RELATED INSTRUCTION

Indicate which related instruction courses the youth apprentice completed:

Course Title	Credits	Location