

# Hospitality, Lodging, and Tourism Skill Standards Checklist

Student Name		School District	
YA Coordinator		YA Consortium	
High School Grad	uation Date		
Required Sk Check ✓ cor ☐ Core S ☐ Safety Hospitality, Restaurant Pathway ☐ Food 8	and Security  Lodging, and Tourism & Food/Beverage Services  & Beverage - Dining Area Unit & Beverage - Kitchen Area Unit	Students must of Check ✓ com  ☐ Required ☐ Minimum ☐ Minimum	
Lodging Pathway			
Total Hours Employed	Company Name		Telephone Number
			( )

## Instructions for the Worksite Mentor(s) and Instructor(s)

The Skill Standards Checklist is a list of the competencies (tasks) to be achieved through mentoring at the worksite.

- The worksite mentor should rate each competency as the student acquires and demonstrates the skill according to the performance criteria.
- A competency may be revisited and the score raised as the student becomes more proficient at the worksite.
- The mentor and student should go over this checklist together on a regular basis to record progress and plan future steps to complete the required competencies.

I certify that this student has successfully completed the competencies required in my department. Circle your YA role, sign and print your name, and complete with the date signed and the department name.

SIGN this page IF you have been a mentor, trainer, or instructor of this student Mentor/Trainer/Instructor Signature Mentor/Trainer/Instructor Signature **Printed Name Printed Name** Department Department **Date Signed Date Signed** Mentor/Trainer/Instructor Signature Mentor/Trainer/Instructor Signature Printed Name Printed Name Department Department **Date Signed** Date Signed Mentor/Trainer/Instructor Signature Mentor/Trainer/Instructor Signature Printed Name Printed Name Department Department **Date Signed Date Signed** Mentor/Trainer/Instructor Signature Mentor/Trainer/Instructor Signature Printed Name Printed Name Department Department **Date Signed Date Signed** 

### **Operational Program Notes for Skill Standards Checklist**

#### 1. Hospitality, Lodging, and Tourism Youth Apprenticeship Curriculum

- Definitions:
  - Competency- The worksite skill to be performed
  - o Performance Standards- HOW the worksite will assess skill performance
  - Learning Objectives- Content knowledge to learn these skills; may be taught by the employer, school district and/or technical college.
  - Skill Standards Checklist- The documented list of competencies completed by the YA student
- Performance Standards & Learning Objectives are located in the Program Guide for this Youth Apprenticeship.
- 2. ALL Youth Apprentices MUST complete the Required Skills (Core Skills and Safety & Security) competencies for EACH UNIT they are enrolled in.
  - The Required Skills competencies may be completed concurrently with the Hospitality, Lodging, and Tourism technical competencies.
  - The Required Skills are common skills specific to all hospitality and tourism sub-sectors. These skills are aligned with the National States' Career Clusters Foundations standards for Hospitality and Tourism Career Cluster.

#### 3. Youth Apprenticeship choices (depending on job placement)

- Specific technical skill pathway units are also *aligned with* the American Hotel and Lodging Educational Institute's Lodging Management Program and the National Restaurant Association's ProStart® program as applicable.
- Competencies have been reviewed by the DWD for Child Labor Laws. Contact the Department
  of Workforce Development's Equal Rights Division/Labor Standards Bureau at 608-266-6860 for
  questions regarding child labor laws.
- Students will complete a MINIMUM of two units for a Level ONE Hospitality, Lodging, & Tourism
  YA in any combination, and a MINIMUM of four units for a Level TWO Hospitality, Lodging, &
  Tourism YA in any combination. Units can be chosen from different pathways in any
  combination.
- The DWD Occupational Certificate will indicate "Hospitality, Lodging, & Tourism" when the program is completed.

#### 4 Competency Ratings

- Rate the student on the competencies regularly and revisit the competencies with the student periodically to offer the opportunity for an improved rating.
- Arrangements must be made to ensure that the student learns, practices, AND performs each competency even if that competency is not part of their regular job function.
- "Entry Level" criteria should be interpreted to mean "able to do the task satisfactorily."

## **Required Skills**

**Required** of **ALL** Hospitality, Lodging, & Tourism YA Students Copy this page **FOR EACH PATHWAY** to be completed

CORE SKILLS		Minimum rating of 2 for EACH Check Rating		
	1	2	3	
Apply applicable academic knowledge				
Apply applicable career knowledge				
Apply applicable hospitality, lodging, and tourism industry knowledge				
4. Communicate effectively				
Communicate effectively on the phone				
6. Act professionally				
7. Demonstrat e customer service skills				
Cooperate with others in a team setting				
9. Think critically				
10. Exhibit legal & ethical responsibilities				
11. Use technology				
		•		
SAFETY AND SECURITY	Minimum rating of 2 for EACH  Check Rating			
	1	2	3	
Follow personal safety requirements				
Maintain a safe work environment				
Demonstrate professional role in an emergency				

#### **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 & supervision | Rarely displays behavior

#### **Additional Comments**

4. Follow security procedures

# **Restaurant & Food/Beverage Services Pathway**

Food & Beverage- Dining Area Unit		Minimum rating of 2 for EACH Check Rating	
	1	2	3
Follow safe food handling and sanitation procedures			
Ensure dining area readiness			
3. Seat the customer			
Serve customers at the table			
5. Process sales			
Maintain service area and bus station			
7. Set up a meeting/event			
Serve customers at a meeting/event			
Assist with management tasks			

Food & Beverage- Kitchen Area Unit		Minimum rating of 2 for EA0 Check Rating	
	1	2	3
Follow safe food handling and sanitation procedures			
Follow inventory procedures			
Operate foodservice equipment			
Coordinate food orders			
5. Assist to prepare menu items			
Perform kitchen steward tasks			
7. Assist with management tasks			

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## **Lodging Pathway**

Lodging- Front Office Unit	Minimum rating of 2 for EACH Check Rating		
	1	2	3
Operate a telecommunications system			
2. Process reservations			
Assist with guest arrival and departure			
Register the guest			
5. Serve as guest liaison			
6. Process guest checkout			
7. Perform special guest services			
Perform guest accounting			
Perform front office cashier duties			

Lodging- Housekeeping Unit	Minimum rating of 2 for EACH Check Rating		
	1	2	3
Prepare cleaning supplies and carts			
Clean public spaces- Floors			
Clean public spaces- Lobby/Front Desk			
Clean public spaces- Other Areas			
5. Clean guest rooms			
6. Clean laundry			
7. Manage room supply and linen inventory			
Assist with management tasks			

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# **Travel & Tourism Pathway**

Reservations & Tour/Activity Unit	Minimum rating of 2 for EAC Check Rating		
Office Duties	1	2	3
Maintain office environment			
Manage office records & reports			
Maintain tour/activity schedules, calendar of events, attractions, & community services information			
4. Perform clerical duties such as filing, typing, answering phones, and routing mail and messages			
Respond to customer inquiries			
Market & distribute tour & destination information			
Planning & Reservations	1	2	3
7. Assess customer interests & requirements			
8. Assist to plan travel, tour/activity, information, & highlights			
Assist to arrange details such as accommodations, transportation, & equipment			
10. Make & confirm reservations			
11. Issue tickets			
Tour/Activity	1	2	3
12. Set up required supplies, equipment, facilities, etc. prior to tour/activity			
13. Collect fees & tickets			
14. Assist to conduct tour/activity			
15. Conclude tour/activity			

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Maintenance and Grounds Unit	Minimum rating of 2 for EAC Check Rating		
	1	2	3
Prepare maintenance supplies and carts			
Operate tools and equipment safely			
Use tools to maintain grounds and equipment			
Assist to perform routine preventative maintenance			
Assist with routine repair maintenance			
Assist with maintenance communication			
7. Maintain grounds- Public Spaces			
Maintain grounds- Green Spaces			
Perform preventative maintenance of public areas			
10. Perform routine maintenance on guest rooms (LODGING ONLY)			

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Meetings and Events Unit	Minimum rating of 2 for EAC Check Rating		
Set up	1	2	3
1. Clean floors			
Set up tables & equipment required			
Break down/clear function rooms after events			
Serve customers	1	2	3
Prepare dining & service tables			
5. Provide food service			
6. Prepare and provide beverages			
7. Maintain tables during service			
8. Refresh meeting rooms			
Respond to guest inquiries			
10. Clear tables			
Plan meeting/event	1	2	3
<ol> <li>Assist to assess customer objectives and requirements for meetings/events</li> </ol>			
12. Assist to create a customized event/menu			
13. Assist to reserve meeting/event & develop orders			
Coordinate meeting/event	1	2	3
14. Monitor meeting/event to ensure facilities & service conform to			
customer requirements	Ш		
Financial Transactions	1	2	3
15. Assist to invoice a bill for services			
16. Process payments/advance deposits			
17. Process reservation changes/cancellations			

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		rating of 2 heck Ratin	ting of 2 for EACH ck Rating	
Sales	1	2	3	
Assist to sell products & services using effective sales techniques				
2. Prevent unnecessary losses				
Reserve requested products or services				
Assist to determine quote and pricing for product or service requested				
5. Complete/run all required sales reports				
6. Process payments & advance deposits				
7. Process reservation changes/cancellations				
Promotions	1	2	3	
Assist to develop promotional materials				
Assist to prepare and plan advertisements				
10. Send direct mailings				
11. Perform telemarketing				
12. Maintain media schedules and files				

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Marketing and Sales II Unit Prerequisite: Marketing & Sales I		Minimum rating of 2 for EAC Check Rating	
Marketing Research	1	2	3
<ol> <li>Survey customer, employee, and competitor perceptions of product/service</li> </ol>			
<ol><li>Identify and quantify the need for your product/service in the marketplace</li></ol>			
Research target demographics			
Research the objectives and needs of target customers			
Prepare a list of prospective customers			
6. Research places to sell services			
<ol><li>Assist to forecast sales using sales history, popularity indices, and production sheets</li></ol>			
Marketing Strategies	1	2	3
Assist to test different ways to present a specific product/service	† <u> </u>		
Assist to develop a new/revised marketing strategy for a specific product/service			
Evaluation	1	2	3
10. Research customer satisfaction, market size & growth, & buying cycles to evaluate marketing			
<ol> <li>Assist to audit services to ensure service is as described and advertised</li> </ol>			
<ol> <li>Assist to evaluate customer complaints regarding services, products or personnel</li> </ol>	S,		

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Management I Unit	Minimum rating of 2 for EA  Check Rating		
Staffing Requirements	1	2	3
Assist to coordinate work schedules, deadlines, and duty assignments			
Schedule training to be provided to staff			
Assist to deliver training			
4. Maintain records pertaining to work assignments & staff training			
Guest Services	1	2	3
5. Obtain customer feedback from guests			
Assist to investigate root causes of customer complaints			
7. Assist to create an improvement plan with management			
Assist to develop methods to maximize customer experience			
Physical Resources	1	2	3
Arrange for necessary maintenance and repair work			
10. Requisition or purchase items			
11. Monitor inventory levels			
12. Monitor parking and security services			
Marketing Promotions	1	2	3
13. Assist to create promotional message to target a specific market			
14. Assist to develop promotional materials such as advertisements, coupons, brochures and web-based designs			
15. Present a promotional or improvement plan to management			

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Management II Unit	Minimum rating of 2 for EACH		
Prerequisite: Management I		heck Ratin	ıg
Service Audits	1	2	3
Identify & conduct a critical service audit			
	_		
Financial Resources	1	2	3
<ol><li>Perform general office duties such as filing, answering telephones, and handling routine correspondence</li></ol>			
Operate office equipment			
Maintain order forms, invoices & shipping documents			
Maintain inventory records			
6. Assist to record cash & checks			
7. Assist to record and summarize financial data			
Human Resources	1	2	3
Advertise or post job vacancies			
Process, verify, and maintain documentation relating to personnel activities			
10. Compile and prepare reports pertaining to personnel activities			
11. Assist to research, compile, and prepare reports, manuals, correspondence, and other information required by management or governmental agencies			
12. Update procedures, policies, and standards manuals			

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# **Additional Certifications, Training, Seminars and Projects**

Please list in detail any additional certifications earned, any training and seminars attended, and/or any projects completed during the course of the Hospitality, Lodging, & Tourism Youth Apprenticeship.

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Description					
Notes/Comments					
Date Completed	Mentor/Trainer/Instructor Signature		Date Signed		
Description					
Notes/Comments					
Date Completed	Mentor/Trainer/Instructor Signature		Date Signed		
Description					
Notes/Comments					
Date Completed	Mentor/Trainer/Instructor Signature		Date Signed		
Other Notes or Comments					