



MEETINGS AND EVENTS

Meetings and Events youth apprentices plan, promote, and service meetings, events, conferences, and conventions. Youth apprentices work with planning budgets and goals, workflow management, vendor relationships, room layouts and seating formats, food and beverage, entertainment, technology, and audio-visual equipment. Youth apprentices also assist with ensuring that a meeting or event is run safely, efficiently, and profitably.

Length of Apprenticeship: One year

COMPETENCIES

Youth Apprentices must complete a **total of 14 competencies** per year. **Thirteen** must be from the list below. If necessary, employers can substitute up to **1** competency per year with other occupationally appropriate skills. Those skills should be added to the competency list for assessment.

Required Competencies
1. Assess customer objectives and requirements for meetings/events
2. Create a customized event/menu
3. Reserve meeting/develop banquet event order (BEO)
4. Set up for Meeting/Event
5. Set up Audio-Visual Technology for Event
6. Set up for Food Service per BEO, if applicable
7. Provide food service
8. Prepare and provide beverages
9. Refresh meeting areas
10. Respond to guest inquiries
11. Clear tables
12. Break down down/clear function rooms after meeting/event
13. Monitor meeting/event to ensure facilities and service conform to BEO
14. Prepare Invoice/Process Payment

POST-SECONDARY PATHWAYS

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

- Meeting/Event Manager
- Special Event Manager
- Hospitality Manager

DETA-18825-9-E (R. 09/2020)



MEETINGS AND EVENTS

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

CAREER PLANNING (THIS SECTION IS SUSPENDED FOR THE 2020-2021 SCHOOL YEAR.)

SIGNATURES

The On-the-Job Learning Performance Standards Guide includes a list of competencies youth apprentices learn through mentoring and training at the worksite. Rate the student's achievement of each competency below. Review this document on a regular basis with the youth apprentice to record progress and plan future steps to ensure completion of the required competencies. Mentors, instructors, and the apprentice sign below.

Mentor Signature	
Mentor Signature	
Mentor Signature	
Instructor Signature	
Instructor Signature	
Apprentice Signature	

EMPLOYABILITY SKILLS

Youth apprentices must demonstrate key employability skills.

The DWD YA program employability skills requirement may be attained and demonstrated through two processes.

1. If a student has successfully completed a Wisconsin Department of Public Instruction (DPI) State-Certified Cooperative Education, Co-Op Employability Skill certification then they have met the YA Employability Skills requirement.

Earned Wisconsin Employability Skills Certificate (checked if applicable) or,

2. Rate the ability of the youth apprentice to demonstrate the employability skills below.

3	Exceeds Expectations: Exceeds entry-level criteria; requires minimal supervision; consistently displays this behavior
2	Meets Expectations: Meets entry-level criteria; requires some supervision; often displays this behavior
1	Working to Meet Expectations: Needs improvement; requires much assistance and supervision; rarely displays behavior

The following skills are required of all youth apprentices.

Competency and Rating Criteria	Employability Skills			Rating		
	Minimum Rating of 2 for EACH Check Rating					
	1	2	3	1	2	3
1. Develop positive work relationships with others <i>Examples of qualities and habits that the employee might exhibit include . . .</i> <ul style="list-style-type: none"> • Interacts with others with respect and in a non-judgmental manner • Responds to others in an appropriate and non-offensive manner • Helps co-workers and peers accomplish tasks or goals • Applies problem-solving strategies to improve relations with others • When managing others, shows traits such as compassion, listening, coaching, team development, and appreciation 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Communicate effectively with others <i>Examples of qualities and habits that the employee might exhibit include . . .</i> <ul style="list-style-type: none"> • Adjust the communication approach for the target audience, purpose, and situation to maximize impact • Organizes messages/information in a logical and helpful manner • Speaks clearly and writes legibly • Models behaviors to show active listening • Applies what was read to actual practice • Asks appropriate questions for clarity 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Employability Skills	Rating		
Competency and Rating Criteria	Minimum Rating of 2 for EACH Check Rating		
	1	2	3
<p>3. Collaborate with others</p> <p><i>Examples of qualities and habits that the employee might exhibit include . . .</i></p> <ul style="list-style-type: none"> • Works effectively in teams with people of diverse backgrounds regardless of sex, race, ethnicity, nationality, sexuality, religion, political views, and abilities • Shares responsibility for collaborative work and decision making • Uses the problem-solving process to work through differences of opinion in a constructive manner to achieve a reasonable compromise • Avoids contributing to an unproductive group conflict • Shares information and carries out responsibilities in a timely manner 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>4. Maintain composure under pressure</p> <p><i>Examples of qualities and habits that the employee might exhibit include . . .</i></p> <ul style="list-style-type: none"> • Uses critical thinking to determine the best options or outcomes when faced with a challenging situation • Carries out assigned duties while under pressure • Acts in a respectful, professional, and non-offensive manner while under pressure • Applies stress management techniques to cope under pressure 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>5. Demonstrate integrity</p> <p><i>Examples of qualities and habits that the employee might exhibit include . . .</i></p> <ul style="list-style-type: none"> • Carries our responsibilities in an ethical, legal and confidential manner • Responds to situations in a timely manner • Takes personal responsibility to correct problems • Models behaviors that demonstrate self-discipline, reliability, and dependability 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>6. Perform quality work</p> <p><i>Examples of qualities and habits that the employee might exhibit include . . .</i></p> <ul style="list-style-type: none"> • Carries out written and verbal directions accurately • Completes work efficiently and effectively • Performs calculations accurately • Conserves resources, supplies, and materials to minimize costs and environmental impact • Uses equipment, technology, and work strategies to improve workflow • Applies problem-solving strategies to improve productivity • Adheres to worksite regulations and practices • Maintains an organized work area 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Employability Skills	Rating		
Competency and Rating Criteria	Minimum Rating of 2 for EACH Check Rating		
	1	2	3
<p>7. Provide quality goods or services (internal and external) <i>Examples of qualities and habits that the employee might exhibit include . . .</i></p> <ul style="list-style-type: none"> • Shows support for the organizational goals and principles by own personal actions • Displays a respectful and professional image to customers • Displays an enthusiastic attitude and desire to take care of customer needs • Seeks out ways to increase customer satisfaction • Produces goods to workplace specifications 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>8. Show initiative and self-direction <i>Examples of qualities and habits that the employee might exhibit include . . .</i></p> <ul style="list-style-type: none"> • Prioritizes and carries out responsibilities without being told • Responds with enthusiasm and flexibility to handle tasks that need immediate attention • Reflects on any unsatisfactory outcome as an opportunity to learn • Improves personal performance by doing something different or differently • Analyzes how own actions impact the overall organization • Supports own action with sound reasoning and principles • Balances personal activities to minimize interference with work responsibilities 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>9. Adapt to change <i>Examples of qualities and habits that the employee might exhibit include . . .</i></p> <ul style="list-style-type: none"> • Shows flexibility and willingness to learn new skills for various job roles • Uses problem-solving and critical-thinking skills to cope with changing circumstances • Modifies own work behavior based on feedback, unsatisfactory outcomes, efficiency, and effectiveness • Displays a "can do" attitude • Maintains confidentiality 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>10. Demonstrate safety and security regulations and practices <i>Examples of qualities and habits that the employee might exhibit include . . .</i></p> <ul style="list-style-type: none"> • Follows personal safety requirements • Maintains a safe work environment • Demonstrates professional role in an emergency • Follows security procedures 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Employability Skills	Rating		
Competency and Rating Criteria	Minimum Rating of 2 for EACH Check Rating		
	1	2	3
<p>11. Apply job-related technology, information, and media <i>Examples of qualities and habits that the employee might exhibit include . . .</i></p> <ul style="list-style-type: none"> • Applies technology effectively in the workplace • Assess and evaluates information on the job • Assesses training manuals, website, and other media related to the job 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>12. Fulfill training or certification requirements for employment <i>Examples of qualities and habits that the employee might exhibit include . . .</i></p> <ul style="list-style-type: none"> • Participation in required career-related training and/or educational programs • Passing certification tests to qualify for licensure and/or certification • Participation in company training or orientation 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>13. Set personal goals for improvement <i>Examples of qualities and habits that the employee might exhibit include . . .</i></p> <ul style="list-style-type: none"> • Setting goals that are specific and measurable • Setting work related goals that align with the organization's mission • Identifying strategies to reach goals • Reflecting on goal progress to regularly evaluate and modify 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

REQUIRED COMPETENCIES

Youth Apprentices must perform a total of **14** competencies. **Thirteen** must come from the list below. If necessary, employers can substitute up to **1** competency per year with other occupationally appropriate skills. Those skills 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. Assess customer objectives and requirements for meetings/events <ul style="list-style-type: none"> • assess the objectives and needs of customer • provide brochures and any applicable publications containing service information • maintain events calendar • quote prices for basic services • use software and resources • assess requirements for client physical security • assess requirements for client cyber security 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Create a customized event/menu <ul style="list-style-type: none"> • plan and develop services according to customer requirements • evaluate customer requests in relationship to venue constraints • prepare an event/meeting budget • create an event/meeting preparation timeline • collaborate with client to prepare a meeting/event agenda • identify an opportunity to sell up to greater experiences for the meeting or event • assist to determine quote and pricing based on customer request for meeting/event service • evaluate and select providers of services according to customer requirements 	<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. Reserve meeting/develop banquet event order (BEO)</p> <ul style="list-style-type: none"> • reserve services required • obtain required deposits and contract, if applicable • update master calendar or schedule • identify resource needs for event • develop BEO • update operational plan timeline • reserve and coordinate services for events • arrange the availability of audio-visual equipment, transportation, displays, and other event needs • Conduct event/meeting risk assessment • Conduct pre-event walk through 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>4. Set up for meeting/event</p> <ul style="list-style-type: none"> • follow banquet event orders/change orders • set up equipment needed for specialized events • coordinate with outside vendor delivery • set up function rooms as required • install portable walls, if applicable • set function room lighting • ensure climate control is adjusted for event requirements • prepare table/chair coverings • set up staging, if applicable • set up a dance floor, if applicable • assist with event/meeting décor arrangement • assist with meeting/event signage • provide proper trash collection and recycling 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>5. Set up audio-visual technology for event</p> <ul style="list-style-type: none"> • safely route cords and cables • check sound equipment functionality • check lighting and required format(s)/color(s) per order • set up technology according to organization standards and BEO • follow organization inventory/check-in/out procedures • arrange physical technology requirements (carts, stands, podium, tripod) • verify cyber-security standards are applied - M • disconnect, remove, and store audiovisual equipment • assist technology users with available technology 	<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>6. Set up for food service per BEO, if applicable</p> <ul style="list-style-type: none"> • set up portable bars • set up buffets • prepare table-side service carts • set tables per BEO • place tablecloths on tables • skirt and flounce tables • fold napkins • set plate service if applicable • set up chafing dishes • set up serving items and utensils • set up heat lamps or ice trays • set up condiments and other required table Items 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>7. Provide food service</p> <ul style="list-style-type: none"> • adhere to SERV-Safe standards in food service • serve food items • serve condiments • serve each course at sit-down banquets, if applicable • follow event-specific table-service standards • lift and carry service trays • monitor and replenish food items as needed • monitor food heating and cooling processes; maintain as needed • properly remove and discard food items • clear disposable food-related items left in serving area • accommodate guest dietary special needs 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>8. Prepare and provide beverages</p> <ul style="list-style-type: none"> • prepare ice buckets • prepare water pitchers • prepare hot beverages • serve water and other cold beverages • serve hot beverages • take and serve beverage orders 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>9. Refresh meeting areas</p> <ul style="list-style-type: none"> • monitor rooms and breakout areas • replenish water and other beverages • replenish or clear food items • discard disposable items left on tables 	<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>10. Respond to guest inquiries</p> <ul style="list-style-type: none"> • acknowledge customer politely • obtain requested item or service • answer customer questions about menu items and food preparation • respond to customer complaints, suggestions, concerns • respond to dissatisfied guests appropriately • notify management as quickly as possible regarding inquiries that need further action 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>11. Clear tables</p> <ul style="list-style-type: none"> • remove empty glassware, dishes, utensils and disposables • remove baskets and common table items such as condiments • lift and carry service trays • brush/wipe crumbs if tables will still be used • remove tablecloths for cleaning if service is completed • follow organization/event-specific clean-up protocols 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>12. Break down/clear function rooms after meeting/event</p> <ul style="list-style-type: none"> • follow BEO/change orders • remove tablecloths from tables for cleaning • remove skirting from tables, if applicable • disconnect, remove, and store audiovisual equipment according to organization standards • break down a dance floor, if applicable • take down staging, if applicable • remove event/meeting décor • remove event/meeting signage • remove portable walls 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>13. Monitor meeting/event to ensure facilities and service conform to BEO</p> <ul style="list-style-type: none"> • confer with client to coordinate details before, during and after the meeting/event • monitor meeting/event facilities to ensure that they conform to customer requirements • ensure safety, satisfaction of participants, and resolution of any issues • conduct post- meeting/event evaluations to determine future improvements • process BEO changes/cancellations • assess change costs/fees; invoice if needed • update master schedule or calendar • update BEO 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Competency and Rating Criteria	Minimum Rating of 2 for EACH Check Rating		
	1	2	3
14. Prepare invoice/Process payment <ul style="list-style-type: none"> • calculate meeting/event services including taxes and gratuity, accurately • deduct deposits and advanced payments • prepare invoice for services provided • enter all required information needed on invoice • distribute invoice to customer • settle direct bill account • process payments/advance deposits • complete/run all required reports • balance transactions 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Competency Substitute (if you replaced a competency above, note the competency and rating)			

RELATED INSTRUCTION

Indicate which related instruction courses the youth apprentice completed:

Course Title	Credits	Location



Post-Program Completion Survey

Youth Apprenticeship

Information captured on this form must be entered online using the Youth Apprenticeship Online System (YODA).

This form should be given to each student completing the Youth Apprenticeship program to capture information on the student's plans after leaving the program. The form should be filled out during the final meeting between the student, mentor, and Local Youth Apprenticeship Coordinator, where the final checklist is filled out and signed.

Student Name	Expected Date of High School Graduation
School District	GPA at End of YA Program

Instructions: Indicate if the student will continue to be employed, and then check the appropriate boxes. Please include internships, opportunities to work during school breaks, and other similar situations as offers of continued employment, even if they do not start immediately.

<input type="checkbox"/> This student will be employed after completing the YA program. Check <input type="checkbox"/> Full time or <input type="checkbox"/> Part time.			
Check all that apply:		Then, fill out the following information:	
<input type="checkbox"/> Employment is related to YA program training		Employment Wage:	
<input type="checkbox"/> Employment is with same YA employer*		Employment Start Date:	
<input type="checkbox"/> Employment is seasonal and/or intermittent		Position Title (optional):	
<input type="checkbox"/> Employment is an internship		Industrial Sector [†] :	
<input type="checkbox"/> Employment is military		[†] Based on employer's NAICS Code. If unknown, describe the employer's primary income-producing line of business below.	
<input type="checkbox"/> Also entering post-secondary education/other training			
<input type="checkbox"/> Also entering a Registered Apprenticeship			
<input type="checkbox"/> Health/personal issues impacted ability for full employment			
<i>*If student accepted a job at a different employer, please provide that employer's contact information:</i>			
Employer Name		Street Address	
City	County	State	Zip
<input type="checkbox"/> This student will not be employed after completing the YA program.			

Check one:	Then, check all that apply:
<input type="checkbox"/> Student did not apply for further employment	<input type="checkbox"/> Entering post-secondary education or other training program
<input type="checkbox"/> Student applied, but was not interviewed	<input type="checkbox"/> Student unable to find an entry-level position to apply for
<input type="checkbox"/> Interviewed, but not offered employment	<input type="checkbox"/> Student had change in career interest or plans
<input type="checkbox"/> Student was offered continued employment, but did not accept	<input type="checkbox"/> Health/personal issues prohibited employment
Other comments:	

<i>MENTOR NAME</i>	<i>COMPANY NAME</i>
Mentor Signature	Date Completed

DWD is an equal opportunity employer and service provider. If you have a disability and need assistance with this information, please dial 7-1-1 for Wisconsin Relay Service. Please contact the Division of Employment and Training at 888-258-9966 and press 6 to request information in an alternate format, including translated to another language.

