



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
<ol style="list-style-type: none">1. Operate a telecommunications system2. Process reservations3. Assist with guest arrival and departure4. Register the guest5. Serve as guest liaison6. Process guest checkout7. Perform special guest services8. Perform Front Office Duties9. Prepare cleaning supplies and carts10. Clean public spaces- Floors11. Clean public spaces- Lobby/Front Desk12. Clean public spaces- Other Areas13. Clean guest rooms14. Clean laundry15. Manage room supply and linen inventory16. 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

CAREER PREPARATION

Youth apprentices must complete **one** of the following during Youth Apprenticeship participation:

- ☐ 1. Student is participating in a local or regional career pathway*.

Identify the pathway below:

For more information contact the [Wisconsin Department of Public Instruction](#). Additional help may be found on the WI DPI [Wisconsin Pathways – Regional Career Pathways](#) and [DPI Career Clusters and Pathways](#) web pages.

***Local and Regional career pathways** as defined by the WI DPI means that a student is participating in or has completed at least one CTE class in a cluster pathway sequence and has completed at least one of the other career pathway components: instructional related course, work-based learning, dual college credit, and/or career and technical student organization.

- ☐ 2. Student has completed one of the following certificates during their YA program or possess current certification earned previously.

A copy of the certificate must be uploaded with the completed checklist. Select the certificate from the list below.

- ☐ American Hotel and Lodging Educational Institute (AHLEI) - Guest Service Gold - Certified Guest Service Professional
- ☐ American Hotel and Lodging Educational Institute (AHLEI) - Hospitality and Tourism Management Program (HTMP)
- ☐ Leadership Certificate (DPI)
- ☐ Other certificates identified by the CTE Approved Certifications List related to this occupational field (or related to this occupation)
dwd.wisconsin.gov/det/cte incentive/ (YA certificates excluded)

Title of Certification:

- ☐ 3. Student is participating in a [Dual Enrollment Course](#) connected to any postsecondary education provider including UW System, Wisconsin Association of Independent Colleges and Universities (WAICU), and any of the 16 Wisconsin Technical Colleges (WTCS).

College Name:

College Course Title:

Course Number:

For more information on Dual Enrollment opportunities, please click on one of the below resources:

- [WTCS](#)
- [WAICU](#)
- UW System – connect with the college of choice.

SIGNATURES

The On-the-Job Learning Performance Standards Guide includes a list of competencies youth apprentices learn through mentoring and training at the worksite.

Instructions for the Worksite Employers/Mentors and School-Based or YA coordinators.

This document should be reviewed with the employer / mentor, school-based or YA coordinator on a regular basis with the youth apprentice to record progress and plan future steps to ensure completion of the required competencies. Mentors, school-based / YA coordinator, and the apprentice sign below.

Employer/Mentor Signature	Employer/Mentor Signature
Employer/Mentor	Employer/Mentor
Business/Company	Business/Company
Date Signed	Date Signed
School-Based and/or YA Coordinator Signature	School-Based and/or YA Coordinator Signature
School-Based and/or YA Coordinator	School-Based and/or YA Coordinator
School District or Organization	School District or Organization
Date Signed	Date Signed
Youth Apprentice Signature	Youth Apprentice Signature
Youth Apprentice	Youth Apprentice
School District / High School	School District / High School
Date Signed	Date Signed

EMPLOYABILITY SKILLS

Youth apprentices must demonstrate key employability skills.

The DWD YA program employability skills requirement may be attained and demonstrated through two processes. (See options listed below.) Employability skills must be completed for every year a student is in the program. The DPI Employability Skills Certificate may be counted as meeting one of those two years, provided the certificate is earned in the same year the student is enrolled in youth apprenticeship or they can complete the YA Employability Skills in the OJL. The Employability Skills Certificate must be obtained through the DPI.

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 for that year. A copy of the student's DPI Co-Op Employability Skill Certificate must be maintained on file with their YA regional consortium.

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

2. Completed and rated "Employability Skills" through this YA OJL guide as described below.

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

The following skills are required of all youth apprentices.

Employability Skills		Rating		
Competency and Rating Criteria		Minimum Rating of 2 for EACH Check Rating		
		1	2	3
1. Develops 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"/>
2. Communicates 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 		<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
<ul style="list-style-type: none"> • Speaks clearly and writes legibly • Models behaviors to show active listening • Applies what was read to actual practice • Asks appropriate questions for clarity 				
3. Collaborates with others <i>Examples of qualities and habits that the employee might exhibit include . . .</i> <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"/>
4. Maintains composure under pressure <i>Examples of qualities and habits that the employee might exhibit include . . .</i> <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"/>
5. Demonstrates integrity <i>Examples of qualities and habits that the employee might exhibit include . . .</i> <ul style="list-style-type: none"> • Carries out 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"/>
6. Performs quality work <i>Examples of qualities and habits that the employee might exhibit include . . .</i> <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 		<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
<ul style="list-style-type: none"> Maintains an organized work area 				
<p>7. Provides 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. Shows 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. Adapts 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 		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>10. Demonstrates 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 Maintains confidentiality 		<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
11. Applies job-related technology, information, and media <i>Examples of qualities and habits that the employee might exhibit include . . .</i>	<ul style="list-style-type: none"> • Applies technology effectively in the workplace • Assesses 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"/>
12. Fulfills training or certification requirements for employment <i>Examples of qualities and habits that the employee might exhibit include . . .</i>	<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"/>
13. Sets personal goals for improvement <i>Examples of qualities and habits that the employee might exhibit include . . .</i>	<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 goals 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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
3. Assist with guest arrival and departure <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"/>
4. Register the guest <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
5. Serve as guest liaison <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"/>
6. Process guest checkout <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
7. Perform special guest services <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"/>
8. Perform front office duties <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"/>
9. Prepare cleaning supplies and carts <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"/>
10. Clean public spaces - floors <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
13. Clean guest rooms <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"/>
14. Clean laundry <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



Post-Program Completion Survey

Youth Apprenticeship

YA POST-PROGRAM COMPLETION SURVEY

The [Post-Program Completion Survey](#) form is to be provided 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, when the final checklist is filled out and signed. Information captured on this form must be entered online using the Youth Apprenticeship Online Data Application (YODA) System.

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.

