



Hospitality, Lodging, and Tourism Skill Standards Checklist

| | |
|-----------------------------|-----------------|
| Student Name | School District |
| YA Coordinator | YA Consortium |
| High School Graduation Date | |

Certification Areas Completed:
Required Skills - For EACH Pathway Unit
 Check completed areas

- Core Skills
- Safety and Security

Hospitality, Lodging, and Tourism
Restaurant & Food/Beverage Services
Pathway

- Food & Beverage - Dining Area Unit
- Food & Beverage - Kitchen Area Unit
- Maintenance & Grounds Unit
- Marketing & Sales Unit
- Meetings & Events Unit

Lodging Pathway

- Lodging – Front Office Unit
- Lodging – Housekeeping Unit
- Lodging – Management Unit
(YEAR TWO ONLY)
- Maintenance & Grounds Unit
- Marketing & Sales Unit
- Meetings & Events Unit

Level One Requirements:

Students must complete ALL listed below

Check completed areas

- Required Skills
- Minimum of **TWO** Units
- Minimum of 2 semesters related instruction
- Minimum of 450 work hours

Level Two Requirements:

Students must complete all listed below

Check completed areas

- Required Skills for EACH Pathway
- Minimum of **FOUR** Units
- Minimum of 4 semesters related instruction
- Minimum of 900 work hours

| 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 and the name of your department.

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 |
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| 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
 - 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, except Lodging Management, and a MINIMUM of four units for a Level TWO Hospitality, Lodging, & Tourism YA in any combination. Lodging Management cannot be taken until Year Two. Units can be chosen from different pathways; however, the SAME unit cannot be repeated because it is in another pathway.
- The DWD Occupational Certificate will indicate "Hospitality, Lodging, & Tourism – plus the name of the Pathway" attained 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 |
| 1. Apply applicable academic knowledge | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Apply applicable career knowledge | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Apply applicable hospitality, lodging, and tourism industry knowledge | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Communicate effectively | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Communicate effectively on the phone | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Act professionally | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Demonstrate customer service skills | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Cooperate with others in a team setting | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Think critically | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Exhibit legal & ethical responsibilities | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. Use technology | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| SAFETY AND SECURITY | Minimum rating of 2 for EACH Check Rating | | |
|--|--|--------------------------|--------------------------|
| | 1 | 2 | 3 |
| 1. Follow personal safety requirements | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Maintain a safe work environment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Demonstrate professional role in an emergency | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Follow security procedures | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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

Restaurant & Food/Beverage Services Pathway

| Food & Beverage- Dining Area | Minimum rating of 2 for EACH Check Rating | | |
|--|---|--------------------------|--------------------------|
| | 1 | 2 | 3 |
| 1. Follow safe food handling and sanitation procedures | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Ensure dining area readiness | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Seat the customer | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Serve customers at the table | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Process sales | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Maintain service area and bus station | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Set up a meeting/event | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Serve customers at a meeting/event | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Assist with management tasks | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Food & Beverage- Kitchen Area | Minimum rating of 2 for EACH Check Rating | | |
|--|---|--------------------------|--------------------------|
| | 1 | 2 | 3 |
| 1. Follow safe food handling and sanitation procedures | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Follow inventory procedures | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Operate foodservice equipment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Coordinate food orders | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Assist to prepare menu items | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Perform kitchen steward tasks | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Assist with management tasks | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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Additional Comments

Lodging Pathway

| Lodging- Front Office | Minimum rating of 2 for EACH Check Rating | | |
|--|--|--------------------------|--------------------------|
| | 1 | 2 | 3 |
| 1. Operate a telecommunications system | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Process reservations | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Assist with guest arrival and departure | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Register the guest | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Serve as guest liaison | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Process guest checkout | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Perform special guest services | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Perform guest accounting | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Perform front office cashier duties | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Lodging- Housekeeping | Minimum rating of 2 for EACH Check Rating | | |
|---|--|--------------------------|--------------------------|
| | 1 | 2 | 3 |
| 1. Prepare cleaning supplies and carts | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Clean public spaces- Floors | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Clean public spaces- Lobby/Front Desk | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Clean public spaces- Other Areas | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Clean guest rooms | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Clean laundry | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Manage room supply and linen inventory | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Assist with management tasks | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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Additional Comments

Lodging Pathway

| Lodging- Management (Year Two Only) | Minimum rating of 2 for EACH Check Rating | | |
|--|---|--------------------------|--------------------------|
| | 1 | 2 | 3 |
| 1. Conduct in-house audits | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Assist to maintain staffing requirements | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Assist to inform and motivate employees | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Assist in employee supervision activities | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Help manage Guest Services programs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Help manage Financial Resources | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Help manage Human Resources | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Help manage Physical Resources | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Assist with promotional efforts | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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Additional Comments

Indicate Applicable Pathway

Restaurant & Food/Beverage Services Pathway

Lodging Pathway

| Maintenance and Grounds | Minimum rating of 2 for EACH Check Rating | | |
|--|--|--------------------------|--------------------------|
| | 1 | 2 | 3 |
| 1. Prepare maintenance supplies and carts | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Operate tools and equipment safely | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Use tools to maintain grounds and equipment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Assist to perform routine preventative maintenance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Assist with routine repair maintenance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Assist with maintenance communication | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Maintains grounds- Public Spaces | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Maintains grounds- Green Spaces | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Performs preventative maintenance of public areas | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Performs routine maintenance on guest rooms (LODGING ONLY) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Marketing and Sales | Minimum rating of 2 for EACH Check Rating | | |
|---|--|--------------------------|--------------------------|
| | 1 | 2 | 3 |
| 1. Assist to develop venue retail merchandising | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Serve as retail cashier | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Assist to plan marketing strategies | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Assist to determine product pricing | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Identify prospective customers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Assist with promotional efforts | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Collaborate with marketing team efforts | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Assist to evaluate marketing efforts | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Process sales | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Process financial transactions | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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Additional Comments

Indicate Applicable Pathway

- Restaurant & Food/Beverage Services Pathway**
 Lodging Pathway

| Meetings and Events | Minimum rating of 2 for EACH Check Rating | | |
|--|--|--------------------------|--------------------------|
| | 1 | 2 | 3 |
| 1. Set up a meeting/event | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Serve customers at a meeting/event | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Identify prospective customers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Assist with promotional efforts | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Assist to plan meetings/events | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Process meeting/event sales | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Assist to coordinate meeting/event activities | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Process financial transactions | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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Additional Comments

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.

| | | |
|----------------|-------------------------------------|-------------|
| 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 | | |
|-------------------------|--|--|