



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

Lodging Pathway

- Lodging – Front Office Unit
- Lodging – Housekeeping Unit

Travel & Tourism Pathway

- Re servations & Tour/Activity Unit

ALL Pathways

- Maintenance & Grounds Unit
- Meetings & Events Unit
- Marketing & Sales I Unit
- Marketing & Sales II Unit
- Management I Unit
- Management II 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 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 |
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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, 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 |
| 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 Unit | 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 Unit | 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 Unit | 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 Unit | 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

Travel & Tourism Pathway

| Reservations & Tour/Activity Unit | Minimum rating of 2 for EACH Check Rating | | |
|--------------------------------------------------------------------------------------------------------|-------------------------------------------|--------------------------|--------------------------|
| | 1 | 2 | 3 |
| Office Duties | | | |
| 1. Maintain office environment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Manage office records & reports | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Maintain tour/activity schedules, calendar of events, attractions, & community services information | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Perform clerical duties such as filing, typing, answering phones, and routing mail and messages | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Respond to customer inquiries | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Market & distribute tour & destination information | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | | | |
| Planning & Reservations | | | |
| 7. Assess customer interests & requirements | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Assist to plan travel, tour/activity, information, & highlights | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Assist to arrange details such as accommodations, transportation, & equipment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Make & confirm reservations | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. Issue tickets | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | | | |
| Tour/Activity | | | |
| 12. Set up required supplies, equipment, facilities, etc. prior to tour/activity | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 13. Collect fees & tickets | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 14. Assist to conduct tour/activity | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 15. Conclude tour/activity | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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Additional Comments

ALL Pathways

| Maintenance and Grounds Unit | 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. Maintain grounds- Public Spaces | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Maintain grounds- Green Spaces | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Perform preventative maintenance of public areas | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Perform routine maintenance on guest rooms (LODGING ONLY) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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Additional Comments

ALL Pathways

| Meetings and Events Unit | Minimum rating of 2 for EACH Check Rating | | |
|-------------------------------------------------------------------------------------------|--------------------------------------------------|--------------------------|--------------------------|
| | 1 | 2 | 3 |
| Set up | | | |
| 1. Clean floors | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Set up tables & equipment required | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Break down/clear function rooms after events | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | | | |
| Serve customers | 1 | 2 | 3 |
| 4. Prepare dining & service tables | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Provide food service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Prepare and provide beverages | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Maintain tables during service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Refresh meeting rooms | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Respond to guest inquiries | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Clear tables | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | | | |
| Plan meeting/event | 1 | 2 | 3 |
| 11. Assist to assess customer objectives and requirements for meetings/events | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 12. Assist to create a customized event/menu | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 13. Assist to reserve meeting/event & develop orders | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | | | |
| Coordinate meeting/event | 1 | 2 | 3 |
| 14. Monitor meeting/event to ensure facilities & service conform to customer requirements | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | | | |
| Financial Transactions | 1 | 2 | 3 |
| 15. Assist to invoice a bill for services | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 16. Process payments/advance deposits | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 17. Process reservation changes/cancellations | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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ALL Pathways

| Marketing and Sales I Unit | Minimum rating of 2 for EACH Check Rating | | |
|---------------------------------------------------------------------------|-------------------------------------------|--------------------------|--------------------------|
| Sales | 1 | 2 | 3 |
| 1. Assist to sell products & services using effective sales techniques | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Prevent unnecessary losses | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Reserve requested products or services | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Assist to determine quote and pricing for product or service requested | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Complete/run all required sales reports | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Process payments & advance deposits | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Process reservation changes/cancellations | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | | | |
| Promotions | 1 | 2 | 3 |
| 8. Assist to develop promotional materials | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Assist to prepare and plan advertisements | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Send direct mailings | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. Perform telemarketing | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 12. Maintain media schedules and files | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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ALL Pathways

| Marketing and Sales II Unit Prerequisite: Marketing & Sales I | Minimum rating of 2 for EACH Check Rating | | |
|-------------------------------------------------------------------------------------------------|----------------------------------------------|--------------------------|--------------------------|
| Marketing Research | 1 | 2 | 3 |
| 1. Survey customer, employee, and competitor perceptions of product/service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Identify and quantify the need for your product/service in the marketplace | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Research target demographics | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Research the objectives and needs of target customers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Prepare a list of prospective customers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Research places to sell services | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Assist to forecast sales using sales history, popularity indices, and production sheets | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | | | |
| Marketing Strategies | 1 | 2 | 3 |
| 8. Assist to test different ways to present a specific product/service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Assist to develop a new/revised marketing strategy for a specific product/service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | | | |
| Evaluation | 1 | 2 | 3 |
| 10. Research customer satisfaction, market size & growth, & buying cycles to evaluate marketing | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. Assist to audit services to ensure service is as described and advertised | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 12. Assist to evaluate customer complaints regarding services, products, or personnel | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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ALL Pathways

| Management I Unit | Minimum rating of 2 for EACH Check Rating | | |
|--------------------------------------------------------------------------------------------------------------|-------------------------------------------|--------------------------|--------------------------|
| Staffing Requirements | 1 | 2 | 3 |
| 1. Assist to coordinate work schedules, deadlines, and duty assignments | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Schedule training to be provided to staff | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Assist to deliver training | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Maintain records pertaining to work assignments & staff training | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Guest Services | | | |
| 5. Obtain customer feedback from guests | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Assist to investigate root causes of customer complaints | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Assist to create an improvement plan with management | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Assist to develop methods to maximize customer experience | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Physical Resources | | | |
| 9. Arrange for necessary maintenance and repair work | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Requisition or purchase items | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. Monitor inventory levels | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 12. Monitor parking and security services | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Marketing Promotions | | | |
| 13. Assist to create promotional message to target a specific market | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 14. Assist to develop promotional materials such as advertisements, coupons, brochures and web-based designs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 15. Present a promotional or improvement plan to management | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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ALL Pathways

| Management II Unit Prerequisite: Management I | Minimum rating of 2 for EACH Check Rating | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|--------------------------|--------------------------|
| Service Audits | 1 | 2 | 3 |
| 1. Identify & conduct a critical service audit | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Financial Resources | | | |
| | 1 | 2 | 3 |
| 2. Perform general office duties such as filing, answering telephones, and handling routine correspondence | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Operate office equipment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Maintain order forms, invoices & shipping documents | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Maintain inventory records | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Assist to record cash & checks | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Assist to record and summarize financial data | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Human Resources | | | |
| | 1 | 2 | 3 |
| 8. Advertise or post job vacancies | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Process, verify, and maintain documentation relating to personnel activities | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Compile and prepare reports pertaining to personnel activities | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. Assist to research, compile, and prepare reports, manuals, correspondence, and other information required by management or governmental agencies | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 12. Update procedures, policies, and standards manuals | <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 | | |
|-------------------------|--|--|