

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

REQUIRED COMPETENCIES

Youth apprentices must become proficient in both general employability and occupation-specific competencies. All of these, and examples of how each can be demonstrated, are found in the following pages. A total of 16 occupational competencies that must be learned for this occupation. Employers may substitute out one of these and should write in the competency they are adding. Youth apprentices must be evaluated on these competencies at least two times each year of their apprenticeship.

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 PATHWAY OPPORTUNITIES

There are several post-secondary pathway opportunities in this area. The following is a 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

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

1 st Evaluation (Required)	2 nd Evaluation (Required)
Employer/Mentor Signature	Employer/Mentor Signature
Employer/Mentor	Employer/Mentor
Business/Company	Business/Company
Date Signed	Date Signed

3 rd Evaluation (Optional)	4 th Evaluation (Optional)
Employer/Mentor Signature	Employer/Mentor Signature
Employer/Mentor	Employer/Mentor
Business/Company	Business/Company
Date Signed	Date Signed

School-Based and/or YA Coordinator

1st Evaluation (Required)

School-Based and/or YA Coordinator Signature
School-Based and/or YA Coordinator
School District or Organization
Date Signed

2nd Evaluation (Required)

School-Based and/or YA Coordinator Signature
School-Based and/or YA Coordinator
School District or Organization
Date Signed

3rd Evaluation (Optional)

School-Based and/or YA Coordinator Signature
School-Based and/or YA Coordinator
School District or Organization
Date Signed

4th Evaluation (Optional)

School-Based and/or YA Coordinator Signature
School-Based and/or YA Coordinator
School District or Organization
Date Signed

Youth Apprentice

1st Evaluation (Required)

Youth Apprentice Signature
Youth Apprentice
School District / High School
Date Signed

2nd Evaluation (Required)

Youth Apprentice Signature
Youth Apprentice
School District / High School
Date Signed

3rd Evaluation (Optional)

Youth Apprentice Signature
Youth Apprentice
School District / High School
Date Signed

4th Evaluation (Optional)

Youth Apprentice Signature
Youth Apprentice
School District / High School
Date Signed

EMPLOYABILITY SKILLS (TO BE COMPLETED BY YA EMPLOYER/MENTOR)

All youth apprentices must demonstrate the key employability skills listed below in order to complete the YA program. They do so by earning at least a "Meets Expectation" rating in each. **At least two evaluations are required each year of a youth apprenticeship.** More columns are included below for those who choose to conduct more frequent reviews.

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

Employability Skills		Rating			
Competency and Rating Criteria		Initial	Mid Year 1	Mid Year 2	Final
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"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1
		<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2
		<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3
2. Communicates effectively with others <i>Examples of qualities and habits that the employee might exhibit include . . .</i>	<ul style="list-style-type: none"> Adjusts 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"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1
		<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2
		<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3
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"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1
		<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2
		<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3

Employability Skills		Rating			
Competency and Rating Criteria		Initial	Mid Year 1	Mid Year 2	Final
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"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1
		<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2
		<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3
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"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1
		<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2
		<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3
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 • Maintains an organized work area 	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1
		<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2
		<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3
7. Provides quality goods or services (internal and external) <i>Examples of qualities and habits that the employee might exhibit include . . .</i>	<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"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1
		<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2
		<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3
8. Shows initiative and self-direction <i>Examples of qualities and habits that the employee might exhibit include . . .</i>	<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"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1
		<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2
		<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3

Employability Skills		Rating			
Competency and Rating Criteria		Initial	Mid Year 1	Mid Year 2	Final
9. Adapts to change <i>Examples of qualities and habits that the employee might exhibit include . . . Shows flexibility and willingness to learn new skills for various job roles</i>	<ul style="list-style-type: none"> • 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"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1
		<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2
		<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3
10. Demonstrates safety and security regulations and practices <i>Examples of qualities and habits that the employee might exhibit include . . .</i>	<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"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1
		<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2
		<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 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"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1
		<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2
		<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3
12. Fulfills training or certification requirements for employment <i>Examples of this requirement may 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"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1
		<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2
		<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3
13. Sets personal goals for improvement <i>Examples of this requirement may 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"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1
		<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2
		<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3

OCCUPATIONAL COMPETENCIES

(TO BE COMPLETED BY YA EMPLOYER/MENTOR)

Youth apprentices must earn a rating of at least "MEETS EXPECTATIONS" in each competency by the conclusion of the apprenticeship. A total of 16 competencies, 15 must be from the list below. If necessary, employers can substitute one competency with another occupationally appropriate skill. That skill should be added to the competency list for assessment. **At least two evaluations are required each year of a youth apprenticeship.** More columns are included below for those who choose to conduct more frequent reviews.

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

Occupational Competencies		Evaluation			
Competency and Rating Criteria		Evaluation Minimum Rating of 2 for EACH Check Rating			
		Initial	Mid Year 1	Mid Year 2	Final
1. Operate a telecommunications system		<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1
• use the computer system and/or switchboard		<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2
• maintain/use the guest information directory		<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3
• 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					

Occupational Competencies		Evaluation			
Competency and Rating Criteria		Evaluation Minimum Rating of 2 for EACH Check Rating			
		Initial	Mid Year 1	Mid Year 2	Final
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"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 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"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3

Occupational Competencies		Evaluation			
Competency and Rating Criteria		Evaluation Minimum Rating of 2 for EACH Check Rating			
		Initial	Mid Year 1	Mid Year 2	Final
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"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 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"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3

Occupational Competencies		Evaluation			
Competency and Rating Criteria		Evaluation Minimum Rating of 2 for EACH Check Rating			
		Initial	Mid Year 1	Mid Year 2	Final
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"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 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"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3

Occupational Competencies		Evaluation			
Competency and Rating Criteria		Evaluation Minimum Rating of 2 for EACH Check Rating			
		Initial	Mid Year 1	Mid Year 2	Final
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"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3
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"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3
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"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3

Occupational Competencies		Evaluation			
Competency and Rating Criteria		Evaluation Minimum Rating of 2 for EACH Check Rating			
		Initial	Mid Year 1	Mid Year 2	Final
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"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3
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"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3

Occupational Competencies		Evaluation			
Competency and Rating Criteria		Evaluation Minimum Rating of 2 for EACH Check Rating			
		Initial	Mid Year 1	Mid Year 2	Final
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"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3
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"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3

No part of this document may be altered, duplicated, or extracted without written consent from the Wisconsin Department of Workforce Development (DWD).

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.

