

MAINE APPRENTICESHIP PROGRAM SCHEDULE OF WORK EXPERIENCE

Apprentices will receive on the job learning/training in the various work areas listed below. The order in which the training is given is to be determined by the flow of work and may not necessarily be in the order listed. The times allotted to these various processes are the estimated time frames in which an average apprentice will learn and become proficient in the skill area. They are intended only as a guide; the apprentice may require more time on one area and less in another. The total term of apprenticeship is indicated below. The columns at the right constitute a record of progress for the apprentice. Each apprentice will be provided with a separate sheet in which to log their hours of experience. When the apprentice has both completed the required hours and attained proficiency in the specific skill area the Supervisor/Mentor will initial the far right column. Items for which previous credit have been given upon registration into the program should also be initialed. This sheet should be provided to the program office along with documentation of successful completion of related technical instruction when a request for completion of apprenticeship training program is submitted.

OCCUPATION: Hospitality Services I

Training to develop a well-rounded employee able to competently work in various customer facing positions.

APPRENTICE TO JOURNEYWORKER RATIO: 1:1

(A numeric ratio of Apprentices to Journeyworkers will be consistent with proper supervision, training, safety, and continuity of employment throughout the apprenticeship, with the ratio of Apprentices to Journeyworkers being one (1) Apprentice to one (1) Journeyworker whenever possible)

SOC: 35-2015.00

NAICS Code: 722511

TERM: 2000

RTI Hours: 145 hours

SKILLS TO BE LEARNED ON THE JOB		Hours Required	Hours Attained	Proficient As of Date	Supervisor Signature
A.	Employer Knowledge	100			
	Understands and complies with basic employment requirements				
	Adheres to employee dress code and health department standards of appearance				
	Uses effective communication – oral, written, and electronic with supervisors, peers and customers				
	Understands his/her role and responsibilities within the parameters of the support team; Understands his/her duties and primary functions				
	Measures and records data via company standards				
	Practices good personal hygiene				
	Creates and maintains a positive work environment				
	Seeks opportunities for ongoing professional growth; implements to improve practice and shares with colleagues as appropriate				
	Knowledgeable in Facility Design and layout				
	Shows up on time, communicates absences and used time wisely				
B.	Customer Service	200			
	Represents property in a professional and respectful manner providing exceptional assistance to staff and guests				
	Is familiar with and can describe the products, benefits and quality of service provided by property				
	Uses initiative /recognizes customer needs				
	Fully understands customer expectations based upon business standards and strives to meet or exceed them				
	Uses technology to enhance service and productivity				
	Prioritizes work during 'rush' period of service				

	Conforms with legal requirements				
	Understands diversity and can work with people from a wide range of backgrounds and cultures				
C.	Safety and Security	400			
	Follows facility security and safety protocols				
	Understands and applies management policy				
	Wears appropriate PPE, such as safety shoes, or ear and eye protection				
	Inspects environment for conformance with sanitary laws and health code regulations; remediates area				
	Understands and uses proper cleaning of work area and equipment				
	Understands basic use of tools and equipment				
	Performs basic routine maintenance on assigned equipment to ensure efficient use				
	Understands and applies Fire prevention and safety: Prevention Detection Who to notify Fire suppression Evacuation plans				
	Understands the relevance and application of The Americans with Disabilities Act				
	Understands Emergency Procedures: evacuation, assembly location, power failures				
	Understands guest and asset protection				
D.	Front Office	400			
	Recommends and makes reservations for patrons such as dinner, spa treatments, golf times and special events				
	Provides information on local features such as shopping, dining, nightlife or recreational destinations				
	Pick up/deliver or run errands for guests				
	Provides assistance to reception				
	Identifies and sells products or services				
	Understands the guest cycle				
	Checks room availability and enters reservations into the system				
	Upsells rooms and services to customers				
	Assists with guest check-in				
	Understands and uses accounting applications				
	Posts room charges				
	Assists guest with check out				
	Maintains accurate financial records				
E.	Bell, Door and Valet Services	100			
	Rooms a guest				
	Tags/stores luggage				
	Answer inquiries pertaining to hotel services				
	Responds to guest requests				
	Consistently welcomes guest in a warm and friendly manner				

F.	Housekeeping	200			
	Understands and values the roll of guestroom attendants; performs cleaning sequence as assigned				
	Understands housekeeping schedules, protocol's and standards				
	Informs housekeeping staff when rooms have been vacated and are ready for cleaning				
	Cleans and maintains lobby and common areas including restocking supplies and watering plants				
	Contacts housekeeping or maintenance staff to solve problems;				
	Performs 'deep cleaning' as scheduled				
	Stocks guest amenities; cleaning cart and cleaning supplies				
	Understands all amenities included with each room and ensures that they are fulfilled and in the correct location, such as: cosmetic amenities, iron, ironing board, clock, charging station, hair dryer, water, ice, flowers, etc.,				
	Consistently cleans guest room to host standards				
	Shows initiative in solving problems				
G.	Reception/Front desk	400			
	Understands and uses reservation system				
	Greets, registers and assigns rooms to guests				
	Answer inquiries pertaining to hotel services				
	Issue room keys/cards				
	Make and confirm reservations				
	Verify credit payments; inform patrons of room charge protocol's				
	Post charges				
	Applies late charge, or disputed charge, following protocols				
	Review customer accounts during check out process				
	Collects deposits, payments or fees				
	Transmits and receives messages				
	Enrolls/explains loyalty programs				
	Deny's accommodations				
H.	Food and Beverage	200			
	Understands the basic roles of 'front of the house' food and beverage: Server Busser Host Barback Food runner Bartender Banquets				
	Expedites food and beverage ordering for room delivery				
	Prepares and/or delivers baked goods and beverages for check-in and afternoon tea time				
	Participates in event planning				
	Total Hours	2000			

SKILLS TO BE LEARNED by RELATED INSTRUCTION
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In accordance with the Registered Apprenticeship Standards, each apprentice shall participate in 145 hours of related trade instruction. Training and curriculum provided by Southern Maine Community College Employer, HospitalityMaine and various other professional organizations.

Course	
WelcomeME	5
Intro to Hospitality	30
ServSafe	10
Front Desk Reception	30
Guest Room Attendant	25
Motel and Lodging Management	45
Total Hours	145