

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 apprentice will use the Work Hands App to track their progress through the program, with all data approved by the Supervisor/Mentor. Using the data from the Work Hands App, the Supervisor/Mentor will complete the columns on the right and notify HospitalityMaine when the apprentice has completed all the requirements of the program. HospitalityMaine will request the apprentice's completion certificate from the Department of Labor.

OCCUPATION: Hospitality Services I

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

APPRENTICE TO SUPERVISOR/MENTOR RATIO: 1:1

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

SOC: 35-2015.00

NAICS Code: 722511

TERM: 2000

RTI Hours: 144 hours

SKILLS TO BE LEARNED ON THE JOB		Hours Required	Hours Attained	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
--

In accordance with the Registered Apprenticeship Standards, each apprentice shall participate in 144 hours of related trade instruction. Training and curriculum provided by the Maine Community College System, the Employer, HospitalityMaine and various other professional organizations.

Course	
WelcomeME	5
Intro to Hospitality	30
ServSafe	10
Front Desk Reception	30
Guest Room Attendant	26
Motel and Lodging Management	45
Total Hours	144