

Appendix P

HOSPITALITY, LODGING, AND TOURISM YOUTH APPRENTICESHIP

MAINTENANCE AND GROUNDS UNIT 8

Unit 8: ALL Pathways

Maintenance and Grounds Unit

Competency

1. Prepare maintenance supplies and carts

Performance Standard Condition

Competence will be demonstrated

- at the worksite and classroom

Performance Standard Criteria

Performance will be successful when the learner:

- Obtain required supplies and equipment from maintenance shop storage
- Restock carts with supplies
- Use protective gloves and clothing as required
- Handle cleaning solutions and chemicals safely as indicated on MSDS
- Wash hands as required
- Returns or disposes used supplies to storage or for disposal as required
- Keeps cart organized
- Completes required records for stocking, use, and return/disposal of supplies

Learning Objectives

- Outline compliance requirements of safety and health standards
- Describe the layout of the common facility maintenance area
- Demonstrate proper hand-washing
- List and describe the uses of the various cleaning and chemical solutions used in the maintenance and grounds area
- Describe how pests are controlled in your facility
- Explain how to store and use pesticides properly

Comments:

Unit 8: ALL Pathways

Maintenance and Grounds Unit

Competency

2. Operate tools and equipment safely

Performance Standard Condition

Competence will be demonstrated

- at the worksite and classroom

Performance Standard Criteria

Performance will be successful when the learner:

- Operate only equipment that trained on
- Choose correct tool or equipment for the task
- Follow and complete any tool check list
- Verify tool/equipment is available for use and in working order
- Verify tool/equipment is current for preventative maintenance and/or calibration
- Verify safety equipment and any Personal Protective Equipment (PPE) needed for tool/equipment use
- Inspect tool/equipment and work area for safety considerations
- Check air and power supplies as applicable
- Set up and prepare tool/equipment for safe operation including lubrication and fluid level checks
- Wear the required Personal Protective Equipment (PPE) at all times as required for the operation of the tool/equipment
- Operate tool/equipment safely with guarding devices if applicable in the manner required for the job task
- Monitor tool/equipment for safe operation while operating
- Follow facility procedures for clean up and shut down after use
- Investigate and promptly report abnormal tool/equipment conditions
- Properly shut down and label any tool/equipment that is not operating as expected, if applicable
- Follow Lock Out/Tag Out procedures as applicable
- Document use and maintenance as required
- Monitor tool/equipment to ensure that that corrective action solved the problem

Learning Objectives

- Distinguish between common hand tools including hammers, wrenches, and pliers
- Distinguish between screw thread types and sizes
- List the various tools and equipment used at your worksite such as cutting and non-cutting hand tools, mowers, snow blowers, sod cutters, electric clippers, pruning saws, etc.
- Outline applications of each tool and equipment
- Describe and demonstrate the safety requirements for each tool and equipment
- Discuss start up and shut down procedures for each tool/equipment you will operate
- Explain the purpose of preventative maintenance
- Describe emergency shutdown procedures for the tool/equipment you will operate
- Explain how to recognize and address malfunctions for the tool/equipment you will operate
- Describe how to recognize wear and tear on equipment components
- Describe how to select lubricants and coolants as applicable
- List the OSHA and other regulatory requirements as they apply to the equipment that you operate
- List the safeguards that apply to the equipment used in your facility for tools, automated machines, material handling equipment, and lifts
- List which tools and equipment require safety certification
- Explain Lock Out/Tag Out indications and procedures in your facility

Comments:

Unit 8: ALL Pathways

Maintenance and Grounds Unit

Competency

3. Use tools to maintain grounds and equipment

Performance Standard Condition

Competence will be demonstrated

- at the worksite and classroom

Performance Standard Criteria

Performance will be successful when the learner:

- Maintain and repair equipment, and structures such as buildings, greenhouses, fences, and benches, using hand and power tools
- Operate powered equipment such as mowers, tractors, snow blowers, electric clippers, and sod cutters
- Use hand tools such as shovels, rakes, pruning saws, saws, hedge and brush trimmers, and axes

Learning Objectives

- Evaluate methods for equipment maintenance and repair to avoid downtime
- List advantages for repairing on site
- List advantages of securing a technician from off-site
- List factors to consider in selecting a technician
- List the factors involved with preventive maintenance (time, cost)
- List the factors involved with emergency repair (downtime, cost)

Comments:

Unit 8: ALL Pathways

Maintenance and Grounds Unit

Competency

4. Assist to perform routine preventative maintenance

Performance Standard Condition

Competence will be demonstrated

- at the worksite and classroom
- While assisting a worksite professional

Performance Standard Criteria

Performance will be successful when the learner:

- Perform routine preventative maintenance (PM) according to facility schedule
- Communicate scheduled PM to management
- Assure that alternative equipment is available if needed
- Gather supplies to perform PM
- Ensure that equipment is properly labeled and pulled from use
- Follow appropriate Lock Out/Tag Out procedures prior to performing PM
- Follow all safety requirements and wears appropriate Personal Protective Equipment (PPE) as required
- Assist worksite professional to follow PM schedule to calibrate and maintain equipment, tools and workstations
- Assist worksite professional to re-qualify equipment for operation
- Cleans up area after PM
- Document preventative actions taken

Learning Objectives

- Describe the different types of lubricants, their uses, storage, and disposal requirements
- Discuss how to use a viscosimeter and grease gun
- Describe how diagrams schematics, equipment manuals, and equipment specifications to determine the schedule and process for PM

Comments:

Unit 8: ALL Pathways

Maintenance and Grounds Unit

Competency

5. Assist with routine repair maintenance

Performance Standard Condition

Competence will be demonstrated

- at the worksite and classroom
- While assisting a worksite professional

Performance Standard Criteria

Performance will be successful when the learner:

- Assures that alternative equipment is available if needed
- Consults worksite professionals, maintenance manuals, and equipment history to diagnose possible equipment problems
- Gathers supplies to perform repair
- Ensures that equipment is properly labeled and pulled from use
- Follows appropriate Lock Out/Tag Out procedures prior to performing repair
- Follows all safety requirements and wears appropriate Personal Protective Equipment (PPE) as required
- Assists worksite professional to isolate system and component failure and to repair equipment problems
- Assists worksite professional to identify root cause of problem and develop corrective action plan
- Assists worksite professional to re-qualify equipment for operation
- Cleans up area after repair
- Documents repairs completed
- Evaluates repair work through follow up

Learning Objectives

- Describe how diagrams schematics, equipment manuals, and equipment specifications to determine repair
- Discuss the need to prevent contamination of fluids and bearings
- Describe the most common causes of tool/equipment failure in your facility
- Explain the meaning of common alarms on equipment at your facility
- Compare what equipment and equipment material are recyclable and what is not at your facility
- Describe the purpose, function, and components of diagnostic testing equipment used in your facility

Comments:

Unit 8: ALL Pathways

Maintenance and Grounds Unit

Competency

6. Assist with maintenance communication

Performance Standard Condition

Competence will be demonstrated

- at the worksite and classroom
- While assisting a worksite professional

Performance Standard Criteria

Performance will be successful when the learner:

- Verify communication with appropriate parties in a timely manner
- Communicate maintenance and repair needs clearly
- Use the correct reporting formats for communication
- Document maintenance and repair activities accurately
- Report back and document any maintenance and repair issues in a timely manner
- Investigations are complete, timely, and include indication of root cause
- Maintenance communication is timely and accurate
- Maintenance communication is documented

Learning Objectives

- Discuss how to schedule repair and maintenance functions with respect to facility requirements and guest needs
- Explain how communication for repair and maintenance issues demonstrates a knowledge of customer and business needs
- List the parties that need to be involved of repair and maintenance issues
- Describe the importance of documenting communications

Comments:

Unit 8: ALL Pathways

Maintenance and Grounds Unit

Competency

7. Maintain grounds- Public Spaces

Performance Standard Condition

Competence will be demonstrated

- at the worksite and classroom

Performance Standard Criteria

Performance will be successful when the learner:

- Prepare tools and equipment for maintenance
- Shovel snow from walks, driveways, and parking lots, and spread salt in those areas
- Gather and remove litter
- Provide proper upkeep of sidewalks, driveways, parking lots, fountains, planters, and other grounds features

Learning Objectives

- Discuss the importance of the appearance of public spaces in the hospitality industry
- Explain how facility appearance and grounds maintenance affect the overall guest experience
- Describe how to shovel snow by hand to avoid back injury
- Explain the use of salt and sand to prevent falls and slips
- Describe the effective temperature ranges of salt and sand to remove snow and ice from walkways
- Explain how chips, holes, and cracks are maintained at a facility in order to prevent slips and falls

Comments:

Unit 8: ALL Pathways

Maintenance and Grounds Unit

Competency

8. Maintain grounds- Green Spaces

Performance Standard Condition

Competence will be demonstrated

- at the worksite and classroom

Performance Standard Criteria

Performance will be successful when the learner:

- Prepare tools and equipment for maintenance
- Plant, tend, trim, and weed flower beds
- Care for lawns by mowing, mulching, aerating, weeding, grubbing and removing thatch, and trimming and edging around flower beds, walks, and walls
- Prune and trim trees, shrubs, and hedges, using shears, or pruners
- Rake, mulch, and compost leaves
- Water lawns, trees, and plants, using portable sprinkler systems, hoses, or watering cans
- Use irrigation methods to adjust the amount of water consumption and to prevent waste
- Mix and spray or spread fertilizers, herbicides, or insecticides onto grass, shrubs, and trees, using hand or automatic sprayers or spreaders
- Look for insect infestations and plant diseases

Learning Objectives

- Explain the proper use and techniques for lawn mowing, planting, weeding, pruning, and watering
- Describe equipment and any special solutions used for lawn mowing, planting, weeding, pruning, and watering
- Compare and contrast different fertilizer treatments for effectiveness, safety, and environmental impact
- Describe common plant diseases and insect infestations and what they look like
- Explain how to rake and collect leaves to avoid back injuries
- Describe the benefits of composting
- Describe seasonal maintenance needs at your facility
- Determine a planting plan for seasonal displays of foliages, plants, and flowers

Comments:

Unit 8: ALL Pathways

Maintenance and Grounds Unit

Competency

9. Perform preventative maintenance of public areas

Performance Standard Condition

Competence will be demonstrated

- at the worksite and classroom

Performance Standard Criteria

Performance will be successful when the learner:

- Prepare tools for maintenance work
- Maintain and service ice machines
- Clean the pool(s)
- Paint walls and other surfaces both inside and outside
- Perform pressure washing
- Troubleshoot the vacuum cleaners
- Keep the maintenance shop organized

Learning Objectives

- Describe when pressure washing a surface is indicated
- Describe common routine preventative maintenance (PM) for public areas
- Describe the proper equipment and techniques for PM to common public areas such as leaky faucets, toilets, and repairs to ceramic tile/grout, wallpaper, door locks, fixtures, etc.
- Discuss special requirements to maintain public restrooms and pool facilities
- Explain various types of equipment and techniques used to paint interior and exterior surfaces

Comments:

Unit 8: ALL Pathways

Maintenance and Grounds Unit

Competency

10. Perform routine maintenance on guest rooms (LODGING ONLY)

Performance Standard Condition

Competence will be demonstrated

- at the worksite and classroom

Performance Standard Criteria

Performance will be successful when the learner:

- Prepare tools for maintenance work
- Communicate out of order room status
- Perform preventative maintenance on guestrooms
- Perform interior installations
- Repair wash basin drains
- Repair faucet leaks and drips
- Repair ceramic tile and grout
- Service and repair toilets
- Install ceiling fans
- Replace out of order television sets
- Apply and repair wallpaper

Learning Objectives

- Discuss the importance of the appearance and functionality for guest rooms in the hospitality industry
- Explain how room appearance and functionality affect the overall guest experience
- Describe common routine repairs for guest rooms
- Describe the proper equipment and techniques to make common guest room repairs such as leaky faucets, toilets, and repairs to ceramic tile/grout, wallpaper, door locks, fixtures, etc.
- Describe common troubleshooting techniques for inoperative vacuum cleaners, ice machines, vending machines, clogged toilets, watering systems, heating/cooling systems, and maintenance equipment.
- Explain the replacement schedule for room items such as TVs, clocks, lights, chairs, mattresses, etc. at your facility

Comments: