



# Meetings and Events

Youth Apprenticeship

## MEETINGS AND EVENTS

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Meetings and Events youth apprentices plan, promote, and service meetings, events, conferences, and conventions. Youth apprentices work with planning budgets and goals, workflow management, vendor relationships, room layouts and seating formats, food and beverage, entertainment, technology, and audio-visual equipment. Youth apprentices also assist with ensuring that a meeting or event is run safely, efficiently, and profitably.

**Length of Apprenticeship:** One year

## OCCUPATIONAL COMPETENCIES

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Youth Apprentices must complete a **total of 14 competencies** per year. **Thirteen** must be from the list below. If necessary, employers can substitute up to **1** competency per year with another occupationally appropriate skill. That skill should be added to the competency list for assessment.

Competencies
<ol style="list-style-type: none"><li>1. Assess customer objectives and requirements for meetings/events</li><li>2. Create a customized event/menu</li><li>3. Reserve meeting/develop banquet event order (BEO)</li><li>4. Set up for Meeting/Event</li><li>5. Set up Audio-Visual Technology for Event</li><li>6. Set up for Food Service per BEO, if applicable</li><li>7. Provide food service</li><li>8. Prepare and provide beverages</li><li>9. Refresh meeting areas</li><li>10. Respond to guest inquiries</li><li>11. Clear tables</li><li>12. Break down down/clear function rooms after meeting/event</li><li>13. Monitor meeting/event to ensure facilities and service conform to BEO</li><li>14. Prepare Invoice/Process Payment</li></ol>

## POST-SECONDARY PATHWAY OPPORTUNITIES

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

- Meeting/Event Manager
- Special Event Manager
- Hospitality Manager



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Youth Apprenticeship

## ON-THE-JOB LEARNING PERFORMANCE STANDARDS GUIDE (TO BE COMPLETED BY YA CONSORTIUM)

### YOUTH APPRENTICE INFORMATION

Youth Apprentice Name	
YA Coordinator	YA Consortium
School District	High School Graduation Date

### REQUIREMENTS

#### Level One Requirements

Youth apprentices must complete ALL the items listed below. Check completed areas.

- ☐ Competency checklist
- ☐ Employability Skills checklist (in this OJL Guide) or the DPI Employability Skills Certificate
- ☐ Related instruction equal to 1 high school credit or at least 3 college credits
- ☐ Minimum of 450 work hours

### HOURS

Record the hours the youth apprentice worked.

Total Hours Employed	Company Name	Telephone Number

## RELATED INSTRUCTION

YEAR 1: Indicate which related instruction courses the youth apprentice completed.

Dual Credit	Course Number and Title	Credits	Instruction Provider
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			

## SIGNATURES

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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 Signature	Employer/Mentor Signature
Employer/Mentor	Employer/Mentor
Business/Company	Business/Company
Date Signed	Date Signed
School-Based and/or YA Coordinator Signature	School-Based and/or YA Coordinator Signature
School-Based and/or YA Coordinator	School-Based and/or YA Coordinator
School District or Organization	School District or Organization
Date Signed	Date Signed
Youth Apprentice Signature	Youth Apprentice Signature
Youth Apprentice	Youth Apprentice
School District / High School	School District / High School
Date Signed	Date Signed

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

Youth apprentices must demonstrate key employability skills.

The DWD YA program employability skills requirement may be attained and demonstrated through two processes. (See options listed below.) Employability skills must be completed for every year a student is in the program. The DPI Employability Skills Certificate may be counted as meeting one of those two years, provided the certificate is earned in the same year the student is enrolled in youth apprenticeship or they can complete the YA Employability Skills in the OJL. The Employability Skills Certificate must be obtained through the DPI.

1. If a student has successfully completed a Wisconsin Department of Public Instruction (DPI) State-Certified Cooperative Education, [Co-Op Employability Skill certification](#) then they have met the YA Employability Skills requirement for that year. A copy of the student's DPI Co-Op Employability Skill Certificate must be maintained on file with their YA regional consortium.

☐ Earned Wisconsin Employability Skills Certificate (checked if applicable) or,

2. Completed and rated "Employability Skills" through this YA OJL guide as described below.

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

The following skills are required of all youth apprentices.

Employability Skills	Rating		
	Minimum Rating of 2 for EACH		
	Check Rating		
Competency and Rating Criteria	1	2	3
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"> <li>• Interacts with others with respect and in a non-judgmental manner</li> <li>• Responds to others in an appropriate and non-offensive manner</li> <li>• Helps co-workers and peers accomplish tasks or goals</li> <li>• Applies problem-solving strategies to improve relations with others</li> <li>• When managing others, shows traits such as compassion, listening, coaching, team development, and appreciation</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Employability Skills		Rating		
Competency and Rating Criteria		Minimum Rating of 2 for EACH Check Rating		
		1	2	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"> <li>Adjusts the communication approach for the target audience, purpose, and situation to maximize impact</li> <li>Organizes messages/information in a logical and helpful manner</li> <li>Speaks clearly and writes legibly</li> <li>Models behaviors to show active listening</li> <li>Applies what was read to actual practice</li> <li>Asks appropriate questions for clarity</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Collaborates with others <i>Examples of qualities and habits that the employee might exhibit include . . .</i>	<ul style="list-style-type: none"> <li>Works effectively in teams with people of diverse backgrounds regardless of sex, race, ethnicity, nationality, sexuality, religion, political views, and abilities</li> <li>Shares responsibility for collaborative work and decision making</li> <li>Uses the problem-solving process to work through differences of opinion in a constructive manner to achieve a reasonable compromise</li> <li>Avoids contributing to an unproductive group conflict</li> <li>Shares information and carries out responsibilities in a timely manner</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Maintains composure under pressure <i>Examples of qualities and habits that the employee might exhibit include . . .</i>	<ul style="list-style-type: none"> <li>Uses critical thinking to determine the best options or outcomes when faced with a challenging situation</li> <li>Carries out assigned duties while under pressure</li> <li>Acts in a respectful, professional, and non-offensive manner while under pressure</li> <li>Applies stress management techniques to cope under pressure</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Demonstrates integrity <i>Examples of qualities and habits that the employee might exhibit include . . .</i>	<ul style="list-style-type: none"> <li>Carries out responsibilities in an ethical, legal and confidential manner</li> <li>Responds to situations in a timely manner</li> <li>Takes personal responsibility to correct problems</li> <li>Models behaviors that demonstrate self-discipline, reliability, and dependability</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Employability Skills		Rating		
Competency and Rating Criteria		Minimum Rating of 2 for EACH Check Rating		
		1	2	3
6. Performs quality work <i>Examples of qualities and habits that the employee might exhibit include . . .</i>	<ul style="list-style-type: none"> <li>• Carries out written and verbal directions accurately</li> <li>• Completes work efficiently and effectively</li> <li>• Performs calculations accurately</li> <li>• Conserves resources, supplies, and materials to minimize costs and environmental impact</li> <li>• Uses equipment, technology, and work strategies to improve workflow</li> <li>• Applies problem-solving strategies to improve productivity</li> <li>• Adheres to worksite regulations and practices</li> <li>• Maintains an organized work area</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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"> <li>• Shows support for the organizational goals and principles by own personal actions</li> <li>• Displays a respectful and professional image to customers</li> <li>• Displays an enthusiastic attitude and desire to take care of customer needs</li> <li>• Seeks out ways to increase customer satisfaction</li> <li>• Produces goods to workplace specifications</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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"> <li>• Prioritizes and carries out responsibilities without being told</li> <li>• Responds with enthusiasm and flexibility to handle tasks that need immediate attention</li> <li>• Reflects on any unsatisfactory outcome as an opportunity to learn</li> <li>• Improves personal performance by doing something different or differently</li> <li>• Analyzes how own actions impact the overall organization</li> <li>• Supports own action with sound reasoning and principles</li> <li>• Balances personal activities to minimize interference with work responsibilities</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Employability Skills		Rating		
Competency and Rating Criteria		Minimum Rating of 2 for EACH Check Rating		
		1	2	3
9. Adapts to change <i>Examples of qualities and habits that the employee might exhibit include . . .</i>	<ul style="list-style-type: none"> <li>Shows flexibility and willingness to learn new skills for various job roles</li> <li>Uses problem-solving and critical-thinking skills to cope with changing circumstances</li> <li>Modifies own work behavior based on feedback, unsatisfactory outcomes, efficiency, and effectiveness</li> <li>Displays a "can do" attitude</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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"> <li>Follows personal safety requirements</li> <li>Maintains a safe work environment</li> <li>Demonstrates professional role in an emergency</li> <li>Follows security procedures</li> <li>Maintains confidentiality</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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"> <li>Applies technology effectively in the workplace</li> <li>Assesses and evaluates information on the job</li> <li>Assesses training manuals, website, and other media related to the job</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Fulfills training or certification requirements for employment <i>Examples of this requirement may include . . .</i>	<ul style="list-style-type: none"> <li>Participation in required career-related training and/or educational programs</li> <li>Passing certification tests to qualify for licensure and/or certification</li> <li>Participation in company training or orientation</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Sets personal goals for improvement <i>Examples of this requirement may include . . .</i>	<ul style="list-style-type: none"> <li>Setting goals that are specific and measurable</li> <li>Setting work-related goals that align with the organization's mission</li> <li>Identifying strategies to reach goals</li> <li>Reflecting on goal progress to regularly evaluate and modify goals</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



## OCCUPATIONAL COMPETENCIES

### (TO BE COMPLETED BY YA EMPLOYER/MENTOR)

Youth Apprentices must perform a total of **14** competencies. **Thirteen** must come from the list below. If necessary, employers can substitute up to **1** competency per year with another occupationally appropriate skill. That skill should be added to the bottom of the list for assessment.

#### 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 and supervision | Rarely displays this behavior

If any competencies are rated "1" on the final performance review checklist that is submitted to WI DWD it is considered a failed checklist.

Occupational Competencies		Rating		
Competency and Rating Criteria		Minimum Rating of 2 for EACH Check Rating		
		1	2	3
<b>1. Assess customer objectives and requirements for meetings/events</b> <ul style="list-style-type: none"> <li>• assess the objectives and needs of customer</li> <li>• provide brochures and any applicable publications containing service information</li> <li>• maintain events calendar</li> <li>• quote prices for basic services</li> <li>• use software and resources</li> <li>• assess requirements for client physical security</li> <li>• Assess requirements for client cyber security</li> </ul>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>2. Create a customized event/menu</b> <ul style="list-style-type: none"> <li>• plan and develop services according to customer requirements</li> <li>• evaluate customer requests in relationship to venue constraints</li> <li>• prepare an event/meeting budget</li> <li>• create an event/meeting preparation timeline</li> <li>• collaborate with client to prepare a meeting/event agenda</li> <li>• identify an opportunity to sell up to greater experiences for the meeting or event</li> <li>• assist to determine quote and pricing based on customer request for meeting/event service</li> <li>• evaluate and select providers of services according to customer requirements</li> </ul>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Occupational Competencies		Rating		
Competency and Rating Criteria		Minimum Rating of 2 for EACH Check Rating		
		1	2	3
<b>3. Reserve meeting/develop banquet event order (BEO)</b> <ul style="list-style-type: none"> <li>• reserve services required</li> <li>• obtain required deposits and contract, if applicable</li> <li>• update master calendar or schedule</li> <li>• identify resource needs for event</li> <li>• develop BEO</li> <li>• update operational plan timeline</li> <li>• reserve and coordinate services for events</li> <li>• arrange the availability of audio-visual equipment, transportation, displays, and other event needs</li> <li>• Conduct event/meeting risk assessment</li> <li>• Conduct pre-event walk through</li> </ul>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>4. Set up for Meeting/Event</b> <ul style="list-style-type: none"> <li>• follow banquet event orders/change orders</li> <li>• set up equipment needed for specialized events</li> <li>• coordinate with outside vendor delivery</li> <li>• set up function rooms as required</li> <li>• install portable walls, if applicable</li> <li>• set function room lighting</li> <li>• ensure climate control is adjusted for event requirements</li> <li>• prepare table/chair coverings</li> <li>• set up staging, if applicable</li> <li>• set up a dance floor, if applicable</li> <li>• assist with event/meeting décor arrangement</li> <li>• assist with meeting/event signage</li> <li>• provide proper trash collection and recycling</li> </ul>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>5. Set up Audio-Visual Technology for Event</b> <ul style="list-style-type: none"> <li>• safely route cords and cables</li> <li>• check sound equipment functionality</li> <li>• check lighting and required format(s)/color(s) per order</li> <li>• set up technology according to organization standards and BEO</li> <li>• follow organization inventory/check-in/out procedures</li> <li>• arrange physical technology requirements (carts, stands, podium, tripod)</li> <li>• verify cyber-security standards are applied - M</li> <li>• disconnect, remove, and store audiovisual equipment</li> <li>• assist technology users with available technology</li> </ul>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Occupational Competencies		Rating		
Competency and Rating Criteria		Minimum Rating of 2 for EACH Check Rating		
		1	2	3
<b>6. Set up for Food Service per BEO, if applicable</b> <ul style="list-style-type: none"> <li>• set up portable bars</li> <li>• set up buffets</li> <li>• prepare table-side service carts</li> <li>• set tables per BEO</li> <li>• place tablecloths on tables</li> <li>• skirt and flounce tables</li> <li>• fold napkins</li> <li>• set plate service if applicable</li> <li>• set up chafing dishes</li> <li>• set up serving items and utensils</li> <li>• set up heat lamps or ice trays</li> <li>• set up condiments and other required table items</li> </ul>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>7. Provide food service</b> <ul style="list-style-type: none"> <li>• adhere to SERV-Safe standards in food service</li> <li>• serve food items</li> <li>• serve condiments</li> <li>• serve each course at sit-down banquets, if applicable</li> <li>• follow event-specific table-service standards</li> <li>• lift and carry service trays</li> <li>• monitor and replenish food items as needed</li> <li>• monitor food heating and cooling processes; maintain as needed</li> <li>• properly remove and discard food items</li> <li>• clear disposable food-related items left in serving area</li> <li>• accommodate guest dietary special needs</li> </ul>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>8. Prepare and provide beverages</b> <ul style="list-style-type: none"> <li>• prepare ice buckets</li> <li>• prepare water pitchers</li> <li>• prepare hot beverages</li> <li>• serve water and other cold beverages</li> <li>• serve hot beverages</li> <li>• take and serve beverage orders</li> </ul>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>9. Refresh meeting areas</b> <ul style="list-style-type: none"> <li>• monitor rooms and breakout areas</li> <li>• replenish water and other beverages</li> <li>• replenish or clear food items</li> <li>• discard disposable items left on tables</li> </ul>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Occupational Competencies		Rating		
Competency and Rating Criteria		Minimum Rating of 2 for EACH Check Rating		
		1	2	3
<b>10. Respond to guest inquiries</b> <ul style="list-style-type: none"> <li>• acknowledge customer politely</li> <li>• obtain requested item or service</li> <li>• answer customer questions about menu items and food preparation</li> <li>• respond to customer complaints, suggestions, concerns</li> <li>• respond to dissatisfied guests appropriately</li> <li>• notify management as quickly as possible regarding inquiries that need further action</li> </ul>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>11. Clear tables</b> <ul style="list-style-type: none"> <li>• remove empty glassware, dishes, utensils and disposables</li> <li>• remove baskets and common table items such as condiments</li> <li>• lift and carry service trays</li> <li>• brush/wipe crumbs if tables will still be used</li> <li>• remove tablecloths for cleaning if service is completed</li> <li>• follow organization/event-specific clean-up protocols</li> </ul>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>12. Break down/clear function rooms after meeting/event</b> <ul style="list-style-type: none"> <li>• follow BEO/change orders</li> <li>• remove tablecloths from tables for cleaning</li> <li>• remove skirting from tables, if applicable</li> <li>• disconnect, remove, and store audiovisual equipment according to organization standards</li> <li>• break down a dance floor, if applicable</li> <li>• take down staging, if applicable</li> <li>• remove event/meeting décor</li> <li>• remove event/meeting signage</li> <li>• remove portable walls</li> </ul>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>13. Monitor meeting/event to ensure facilities and service conform to BEO</b> <ul style="list-style-type: none"> <li>• confer with client to coordinate details before, during and after the meeting/event</li> <li>• monitor meeting/event facilities to ensure that they conform to customer requirements</li> <li>• ensure safety, satisfaction of participants, and resolution of any issues</li> <li>• conduct post-meeting/event evaluations to determine future improvements</li> <li>• process BEO changes/cancellations</li> <li>• assess change costs/fees; invoice if needed</li> <li>• update master schedule or calendar</li> <li>• update BEO</li> </ul>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Occupational Competencies	Rating		
Competency and Rating Criteria	Minimum Rating of 2 for EACH Check Rating		
	1	2	3
<b>14. Prepare Invoice/Process Payment</b> <ul style="list-style-type: none"> <li>• calculate meeting/event services including taxes and gratuity, accurately</li> <li>• deduct deposits and advanced payments</li> <li>• prepare invoice for services provided</li> <li>• enter all required information needed on invoice</li> <li>• distribute invoice to customer</li> <li>• settle direct bill account</li> <li>• process payments/advance deposits</li> <li>• complete/run all required reports</li> <li>• balance transactions</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Competency Substitute</b> (if you replaced a competency above, note the competency and rating)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Comments:</b>			



# Post-Program Completion Survey

Youth Apprenticeship

## YA POST-PROGRAM COMPLETION SURVEY: EMPLOYER FEEDBACK

Employers complete the following information. YA Coordinators will enter this into the Post-Program Completion Survey.

YA Employer Post-Program Completion Questions	
Will you offer or have you offered the Youth Apprentice a continuing position with your company?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If continuing position offered to youth apprentice, did they accept?	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>If yes, please answer the questions below:</b>	
Was the offer for full time or part time work?	<input type="checkbox"/> Full-time <input type="checkbox"/> Part-time
Title of the position offered:	
What is the wage of the continuing employment offer?	
If applicable, will the youth apprentice advance to a Registered Apprenticeship?	

## YA POST-PROGRAM COMPLETION SURVEY: COMPLETED BY YA CONSORTIUM

The [Post-Program Completion Survey](#) form is to be provided to each student completing the Youth Apprenticeship program to capture information on the student's plans after leaving the program. This **form should be completed by the Youth Apprenticeship Coordinator** to capture information from all high school seniors and their employers after successful completion of the Youth Apprenticeship Program.

The form should be completed during the final meeting between the student, mentor, and Youth Apprenticeship Coordinator, when the final checklist or On-the-Job Learning (OJL) Guide is filled out and signed. Information captured on this form must be entered online using the Bureau of Apprenticeship Standards Electronic Records System (BASERS).

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.

