



Meetings and Events

Youth Apprenticeship

MEETINGS AND EVENTS

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

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 14 occupational competencies 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. Assess customer objectives and requirements for meetings/events2. Create a customized event/menu3. Reserve meeting/develop banquet event order (BEO)4. Set up for Meeting/Event5. Set up Audio-Visual Technology for Event6. Set up for Food Service per BEO, if applicable7. Provide food service8. Prepare and provide beverages9. Refresh meeting areas10. Respond to guest inquiries11. Clear tables12. Break down down/clear function rooms after meeting/event13. Monitor meeting/event to ensure facilities and service conform to BEO14. Prepare Invoice/Process Payment

POST-SECONDARY PATHWAY OPPORTUNITIES

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

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



Meetings and Events

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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

3rd Evaluation (Optional)

4th 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)****2nd Evaluation (Required)**

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

3rd Evaluation (Optional)**4th Evaluation (Optional)**

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**1st Evaluation (Required)****2nd Evaluation (Required)**

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

3rd Evaluation (Optional)**4th Evaluation (Optional)**

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)

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"/> 2 <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"/> 2 <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"/> 2 <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>	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3			
5. Demonstrates integrity	<i>Examples of qualities and habits that the employee might exhibit include . . .</i>	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3			
6. Performs quality work	<i>Examples of qualities and habits that the employee might exhibit include . . .</i>	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <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>	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3			
8. Shows initiative and self-direction	<i>Examples of qualities and habits that the employee might exhibit include . . .</i>	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3			

Competency and Rating Criteria	Rating			
	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"/> 2 <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"/> 2 <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"/> 2 <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"/> 2 <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"/> 2 <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 14 competencies, 13 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 Competency and Rating Criteria	Evaluation			
	Evaluation Minimum Rating of 2 for EACH Check Rating			
	Initial	Mid Year 1	Mid Year 2	Final
1. Assess customer objectives and requirements for meetings/events <ul style="list-style-type: none"> • assess the objectives and needs of customer • provide brochures and any applicable publications containing service information • maintain events calendar • quote prices for basic services • use software and resources • assess requirements for client physical security • Assess requirements for client cyber security 	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3			
2. Create a customized event/menu <ul style="list-style-type: none"> • plan and develop services according to customer requirements • evaluate customer requests in relationship to venue constraints • prepare an event/meeting budget • create an event/meeting preparation timeline • collaborate with client to prepare a meeting/event agenda • identify an opportunity to sell up to greater experiences for the meeting or event • assist to determine quote and pricing based on customer request for meeting/event service • evaluate and select providers of services according to customer requirements 	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3			

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

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

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

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

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