

Appendix R

HOSPITALITY, LODGING, AND TOURISM YOUTH APPRENTICESHIP

MEETINGS AND EVENTS UNIT 10

Unit 10: ALL Pathways

Meetings and Events Unit

Competency

1. Clean floors

Performance Standard Condition

Competence will be demonstrated

- at the worksite and classroom

Performance Standard Criteria

Performance will be successful when the learner:

- Follow banquet event orders/change orders
- Sweep/mop hard floors
- Clean and wax tile floors
- Remove stains from tile floors
- Vacuum carpets
- Steam-extract carpets
- Remove stains from carpets
- Complete cleaning records

Learning Objectives

- Identify the criteria for floor cleaning
- Compare floor cleaning techniques between tile, marble, and carpets
- Describe stain removing techniques for tile, marble, and carpets
- Explain how frequency schedules are determined for flooring

Comments:

Unit 10: ALL Pathways

Meetings and Events Unit

Competency

2. Set up tables & equipment required

Performance Standard Condition

Competence will be demonstrated

- at the worksite and classroom

Performance Standard Criteria

Performance will be successful when the learner:

- Follow banquet event orders/change orders
- Obtain equipment needed for specialized events
- Set up function rooms as required
- Install air walls
- Set function room lighting
- Place tablecloths on tables
- Skirt and flounce tables
- Set up staging
- Set up a dance floor
- Hang banners and decorations for functions
- Help set up audiovisual equipment for functions

Learning Objectives

- Demonstrate how to set up tables, banners, decorations, portable bars, and other equipment such as dance floors, lights, and staging
- Describe how to set up, skirt & flounce tables
- Explain the safety and handling requirements for setting up tables, banners, decorations, bars, dance floors, lighting and audiovisual equipment
- List common audiovisual equipment used at meetings/events
- Explain how to connect basic audiovisual equipment

Comments:

Unit 10: ALL Pathways

Meetings and Events Unit

Competency

3. Break down/clear function rooms after events

Performance Standard Condition

Competence will be demonstrated

- at the worksite and classroom

Performance Standard Criteria

Performance will be successful when the learner:

- Follow banquet event orders/change orders
- Remove tablecloths from tables for cleaning
- Remove skirting from tables
- Disconnect, remove, & store audiovisual equipment
- Break down a dance floor
- Take down staging
- Remove banners & decorations
- Remove air walls

Learning Objectives

- Demonstrate how to break down tables, banners, decorations, portable bars, and other equipment such as dance floors, lights, and staging
- Describe how to remove table skirting without tearing or damaging
- Explain the safety and handling requirements for breaking down tables, banners, decorations, bars, dance floors, lighting and audiovisual equipment
- Describe safe equipment handling & storage for common audiovisual equipment

Comments:

Unit 10: ALL Pathways

Meetings and Events Unit

Competency

4. Prepare dining & service tables

Performance Standard Condition

Competence will be demonstrated

- at the worksite and classroom

Performance Standard Criteria

Performance will be successful when the learner:

- Set up portable bars
- Set up buffets
- Prepare table-side service carts
- Set tables for banquets
- Place tablecloths on tables
- Skirt and flounce tables
- Fold napkins
- Set plate service if applicable
- Set up chafing dishes
- Set up serving items & utensils
- Set up heat lamps or ice trays
- Set up condiments & other required table items

Learning Objectives

- Describe different types of food and beverage service
- Demonstrate proper table setup based on various menu and service types
- Explain the safety requirements to be followed with salad bars and salad bar set ups
- Demonstrate setting items properly
- Compare & contrast different methods of heating & cooling food during service
- Demonstrate different napkin folding methods
- List common condiments and service items found for table service versus buffet service

Comments:

Unit 10: ALL Pathways

Meetings and Events Unit

Competency

5. Provide food service

Performance Standard Condition

Competence will be demonstrated

- at the worksite and classroom

Performance Standard Criteria

Performance will be successful when the learner:

- Serve food items
- Serve bread and butter
- Serve condiments such as salad dressings
- Serve each course at sit-down banquets
- Check back to the table periodically
- Lift & carry service trays

Learning Objectives

- Explain the proper sequence to take orders
- Describe the legal requirements for selling and serving alcoholic beverages
- Practice carrying loaded serving trays
- Explain proper order and direction for serving
- Compare service duties for serving buffets, sit-down banquets, and break areas
- List items that you should watch for during sit down banquets, buffets, and in break areas
- Explain how proper food temperature is maintained at sit down banquets, buffets, and in break areas

Comments:

Unit 10: ALL Pathways

Meetings and Events Unit

Competency

6. Prepare and provide beverages

Performance Standard Condition

Competence will be demonstrated

- at the worksite and classroom

Performance Standard Criteria

Performance will be successful when the learner:

- Prepare ice buckets
- Prepare water pitchers
- Prepare hot beverages
- Serve water & other cold beverages
- Serve hot beverages
- Take and serve beverage orders

Learning Objectives

- Describe proper methods for preparing hot beverages such as coffee, tea, cocoa, etc.
- Compare hot beverage service using carafes, pots, and multi-cup containers
- Describe safety precautions for serving hot beverages
- Explain proper methods of pouring beverage service
- Practice pouring from pitchers

Comments:

Unit 10: ALL Pathways

Meetings and Events Unit

Competency

7. Maintain tables during service

Performance Standard Condition

Competence will be demonstrated

- at the worksite and classroom

Performance Standard Criteria

Performance will be successful when the learner:

- Monitor buffet items
- Monitor hors d'oeuvres trays for receptions
- Monitor continental breakfast service
- Replenish items as needed
- Monitor food heating & cooling processes; maintain as needed
- Discard disposable items left in serving areas

Learning Objectives

- List items that you should watch for during sit down banquets versus buffets
- Explain how proper food temperature is maintained at sit down banquets versus buffets
- Explain how to light and replace sterno (or similar) heating elements

Comments:

Unit 10: ALL Pathways

Meetings and Events Unit

Competency

8. Refresh meeting rooms

Performance Standard Condition

Competence will be demonstrated

- at the worksite and classroom

Performance Standard Criteria

Performance will be successful when the learner:

- Monitor rooms and breakout areas
- Replenish water & other beverages
- Replenish or clear food items
- Discard disposable items left on tables

Learning Objectives

- List items that you should watch for in break areas & meeting rooms
- Explain how proper food temperature is maintained in break areas & meeting rooms

Comments:

Unit 10: ALL Pathways

Meetings and Events Unit

Competency

9. Respond to guest inquiries

Performance Standard Condition

Competence will be demonstrated

- at the worksite and classroom

Performance Standard Criteria

Performance will be successful when the learner:

- Acknowledge customer politely
- Obtain requested item or service
- Answer customer questions about menu items & food preparation
- Respond to customer complaints, suggestions, concerns
- Respond to dissatisfied guests appropriately
- Notify worksite professional as quickly as possible regarding inquiries that need further action

Learning Objectives

- Describe possible reasons the customer would want to know about food preparation information
- Describe how to handle a customer complaint about food quality and food service
- Explain how to respond to customers professionally

Comments:

Unit 10: ALL Pathways

Meetings and Events Unit

Competency

10. Clear tables

Performance Standard Condition

Competence will be demonstrated

- at the worksite and classroom

Performance Standard Criteria

Performance will be successful when the learner:

- Remove empty glassware, dishes, utensils & disposables
- Remove baskets and common table items such as condiments
- Lift & carry service trays
- Brush/wipe crumbs if tables will still be used
- Remove tablecloths for cleaning if service is completed

Learning Objectives

- Demonstrate clearing items properly
- Explain the most efficient manner to clear a table quickly

Comments:

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Meetings and Events Unit

Competency

11. Assist to assess customer objectives and requirements for meetings/events

Performance Standard Condition

Competence will be demonstrated

- at the worksite and classroom

Performance Standard Criteria

Performance will be successful when the learner:

- Assess the objectives and needs of customer
- Provide brochures and any applicable publications containing service information
- Maintain events calendar
- Quote prices for basic services

Learning Objectives

- Identify economic, social, and health/safety factors influencing meeting/event decisions
- List the types of meeting and banquet services your facility offers
- Describe how banquets are planned and arranged for different purposes (e.g., weddings, luncheons, business meetings, etc.)
- Explain the bidding and contract process for meeting/event sales
- Describe materials needed for the customer to prepare for the meeting/event
- Explain your facility's process and records for meeting/event sales

Comments:

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Meetings and Events Unit

Competency

12. Assist to create a customized event/menu

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:

- Plan and develop programs, agendas, budgets, and services according to customer requirements
- Plan, describe, arrange, and sell packages and promotional incentives
- 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 services
- Evaluate and select providers of services according to customer requirements

Learning Objectives

- Describe how banquets are planned and arranged for different purposes (e.g., weddings, luncheons, business meetings, etc.)
- Describe the meeting/event as a product
- Describe the importance of suggestive selling and upgrading
- Describe group and event sales
- Explain methods to use to help a customer plan and decide on meeting/event services
- Generalize the effects that supply and demand have on meeting/event services
- Identify economic, social, and health/safety factors influencing meeting/event services decisions
- Identify key information to aid in targeting or modifying products for your audience

Comments:

Unit 10: ALL Pathways

Meetings and Events Unit

Competency

13. Assist to reserve meeting/event & develop orders

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:

- Reserve service
- Record sale
- Obtain required deposits if applicable
- Provide customer with sales order copy, brochures, and any applicable publications containing service information
- Update master calendar or schedule
- Identify resource needs for event
- Develop meeting/event order
- Develop an operational plan time line
- Secure accommodations
- Coordinate services for events, such as accommodation and transportation for participants, facilities, catering, signage, displays, special needs requirements, printing and event security
- Arrange the availability of audio-visual equipment, transportation, displays, and other event needs
- Evaluate the types of information and directions guests would need at entry to be familiar with the meeting/event such as event days/times, maps and diagrams, critical locations of restrooms, telephones, ATMs, and emergency evacuation routes

Learning Objectives

- Describe the use & importance of a contract to reserve meetings/events
- Explain the importance of event orders to ensure appropriate set up
- List the key processes that must be overseen to ensure successful meeting/event experiences such as space & facility set up, catering, accommodations, and transportation
- Explain the importance of the security function at a meeting/event
- Compare and contrast different types of large and small meeting/events such as business meetings, small banquets, weddings, professional conferences, public attendance events, sporting events, etc.

Comments:

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Meetings and Events Unit

Competency

14. Monitor meeting/event to ensure facilities & service conform to customer requirements

Performance Standard Condition

Competence will be demonstrated

- at the worksite and classroom

Performance Standard Criteria

Performance will be successful when the learner:

- Confer with customer to coordinate details before, during and after the meeting/event
- Inspect meeting/event facilities to ensure that they conform to customer requirements
- Monitor meeting/event activities to ensure safety, satisfaction of participants, and resolution of any problems that arise
- Conduct post-meeting/event evaluations to determine how future events could be improved

Learning Objectives

- Describe the importance of ongoing communication and follow through with the meeting/event coordinator before, during and after the event
- Explain how multiple activities are managed and communicated to provide multiple services for meetings/events

Comments:

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Meetings and Events Unit

Competency

15. Assist to invoice a bill for services

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:

- Calculate meeting/event services including taxes and gratuity, accurately
- Deduct deposits and advanced payments already made
- Prepare invoice for services provided
- Enter all required information needed on invoice
- Distribute invoice to customer
- Settle direct bill account

Learning Objectives

- Explain how customers are billed for meeting/event services
- Describe details that should be included on an invoice
- List the customary requirements for invoice payments

Comments:

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Meetings and Events Unit

Competency

16. Process payments/advance deposits

Performance Standard Condition

Competence will be demonstrated

- at the worksite and classroom

Performance Standard Criteria

Performance will be successful when the learner:

- Accept cash/check payments
- Accept a credit card/debit card transaction
- Complete/run all required reports
- Balance transactions

Learning Objectives

- Explain how to obtain a credit check report
- Describe the importance of the credit check in meeting/event planning
- Describe how to process cash and credit/debit cards using a POS and cash register
- Describe end of shift audit procedures
- Demonstrate use of cash sheets to record cash collected
- Demonstrate use of cash sheets to record cash paid out

Comments:

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Meetings and Events Unit

Competency

17. Process reservation changes/cancellations

Performance Standard Condition

Competence will be demonstrated

- at the worksite and classroom

Performance Standard Criteria

Performance will be successful when the learner:

- Obtain change or cancellation information
- Assess cancellation costs or change fees; invoice if needed
- Update master schedule or calendar
- Update meeting/event orders

Learning Objectives

- Explain the purpose of cancellation and change fees
- Describe the need for updating schedules and meeting/event orders

Comments: