



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

COMPETENCIES

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.

Required Competencies
1. Assess customer objectives and requirements for meetings/events
2. Create a customized event/menu
3. Reserve meeting/develop banquet event order (BEO)
4. Set up for Meeting/Event
5. Set up Audio-Visual Technology for Event
6. Set up for Food Service per BEO, if applicable
7. Provide food service
8. Prepare and provide beverages
9. Refresh meeting areas
10. Respond to guest inquiries
11. Clear tables
12. Break down down/clear function rooms after meeting/event
13. Monitor meeting/event to ensure facilities and service conform to BEO
14. Prepare Invoice/Process Payment

POST-SECONDARY PATHWAYS

There are several post-secondary pathway opportunities in this area. Following is partial list.

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



MEETINGS AND EVENTS

Youth Apprenticeship ON-THE-JOB LEARNING PERFORMANCE STANDARDS GUIDE

YOUTH APPRENTICE INFORMATION

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

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 this year.

Total Hours Employed	Company Name	Telephone Number

REQUIRED COMPETENCIES

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 behavior

Competency and Rating Criteria	Minimum Rating of 2 for EACH Check Rating		
	1	2	3
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"/>	<input type="checkbox"/>	<input type="checkbox"/>
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"/>	<input type="checkbox"/>	<input type="checkbox"/>

Competency and Rating Criteria	Minimum Rating of 2 for EACH Check Rating		
	1	2	3
<p>3. Reserve meeting/develop banquet event order (BEO)</p> <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"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>4. Set up for meeting/event</p> <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"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>5. Set up audio-visual technology for event</p> <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"/>	<input type="checkbox"/>	<input type="checkbox"/>

Competency and Rating Criteria	Minimum Rating of 2 for EACH Check Rating		
	1	2	3
<p>6. Set up for food service per BEO, if applicable</p> <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"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>7. Provide food service</p> <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"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>8. Prepare and provide beverages</p> <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"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>9. Refresh meeting areas</p> <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"/>	<input type="checkbox"/>	<input type="checkbox"/>

Competency and Rating Criteria	Minimum Rating of 2 for EACH Check Rating		
	1	2	3
<p>10. Respond to guest inquiries</p> <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"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>11. Clear tables</p> <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"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>12. Break down/clear function rooms after meeting/event</p> <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"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>13. Monitor meeting/event to ensure facilities and service conform to BEO</p> <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"/>	<input type="checkbox"/>	<input type="checkbox"/>

Competency and Rating Criteria	Minimum Rating of 2 for EACH Check Rating		
	1	2	3
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"/>	<input type="checkbox"/>	<input type="checkbox"/>
Competency Substitute (if you replaced a competency above, note the competency and rating)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			

RELATED INSTRUCTION

Indicate which related instruction courses the youth apprentice completed:

Course Title	Credits	Location