

Getting Started with Registered Apprenticeships for Lodging Managers

An Overview for Lodging Management



Phase One:

Consultation

STEP 1: Contact American Hotel and Lodging Association



You're in and ready to sign up!

Contact [Shelly Weir](#), Senior Vice President of Career Development, at sweir@ahla.com, to set up an implementation consultation. The American Hotel & Lodging Association (AHLA) will provide information in advance for your review; including Lodging Manager competencies and standards.

STEP 2: Review the Lodging Manager competencies and standards in advance of our call



Come prepared with questions you have about starting an apprenticeship program.

STEP 3: Kick-off call



AHLA will walk through each detail of the program and answer any questions you may have.

STEP 4: One-on-one support



We will provide technical assistance and manage administrative burdens. We will walk through your implementation process step by step to make it as simple as possible.

STEP 5: Make it official



Sign the following documents to become part of the program:

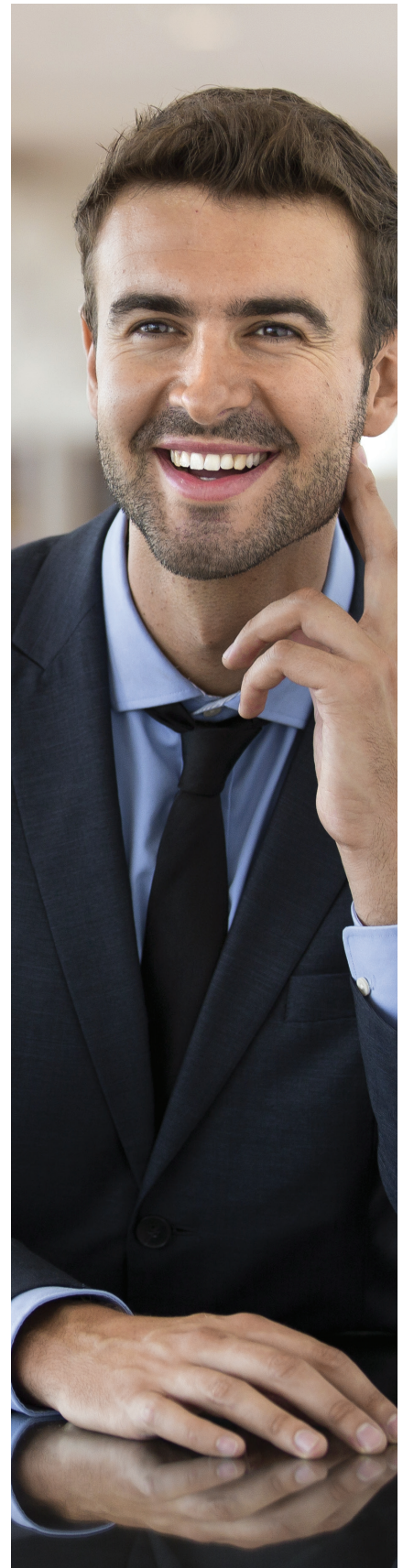
- **Employer acceptance agreement.** This form demonstrates that you, the employer, have reviewed the standards and agree to follow them.
- **Commitment letter.** This letter identifies how many apprentices you're bringing on.

STEP 6: Identify apprenticeship locations and supervisors



Identify the sites where you'd like to start placing Lodging Manager apprentices.

The apprentice to Lodging Manager ratio is one apprentice to one manager. The apprenticeship supervisor role can be filled by more than one person. For example, the front desk manager can provide front desk training, while housekeeping manager can provide housekeeping training.





TIPS

- Let us know the apprenticeship locations so we can research state specific additional funding options.
- Current employees make great apprentices.
- Consider supervisors who are ready to train new employees.

Phase Two: Registering Apprentices

Once you have signed on the dotted line, you can begin enrolling apprentices. The next steps consist of recruitment and enrollment, on-the-job training, progressive wage increases and quarterly reports. Those activities can happen simultaneously.

STEP 1: Enroll apprentices (current workers)



Review the Apprenticeship Qualifications.

Those include:

- 18 years of age.
- High school diploma or GED equivalency.
- Drug screening prior to employment/program acceptance, per employer policy.

STEP 2: Complete apprentice application



After recruiting apprentices, complete and submit apprentice applications.

For more information on how to select apprentices, please refer to the Lodging Manager standards.

- Apprentice will complete the standard apprenticeship program application.
- Once an apprentice has been accepted per your HR policies, the apprentice and employer should fill out and sign the Registration Form.



TIP

- Related training instruction can be developed while the apprentice begins their on-the-job learning.

STEP 3: Related instruction



AHLA will review your current training competencies to ensure they meet the minimum required competencies outlined in the standards. If required competencies are not covered by your internal training, AHLA will recommend supplemental training to fill those gaps.

Here are some options:

- Courses from the American Hotel & Lodging Educational Institute (self-study online or paper-based). *Note: If you select this option, a discounted package price is available.*
- Contact AHLA to see whether a local college offers approved classes in your area.

STEP 4: Check off competencies



Your apprentices will follow the Lodging Manager competency-based program.

Supervisor(s) have discretion to determine when the competencies have been mastered.

STEP 5: Report skills gained and wage increases according to your HR policies



Apprentices will earn at least one wage increase as they gain competencies and experience during their apprenticeship, in accordance with your HR policies.

STEP 6: Keep AHLA in the loop



Provide quarterly reports to AHLA so we can help manage your program's progress.

Elements of your report should include:

- Wage increases if applicable.
- Checklist of on-the-job learning competencies.
- Checklist of related instruction competencies.

Phase Three: Completion and Attainment of Professional Credentials

At the end of the apprenticeship program, the apprentice will receive two nationally recognized professional certificates from the U.S. Department of Labor Office of Apprenticeship and AHLA.

Apprentices also will have the opportunity to earn two industry-recognized certifications from AHLA. Contact the AHLA apprenticeship team to learn more about qualifications for the Certified Hospitality Supervisor and/or Certified Hotel Administrator.



CONTACT

Shelly Weir: sweir@ahla.com or 407-536-5232

