

Getting Started with Registered Apprenticeships for Lodging Managers

**AN OVERVIEW FOR
LODGING MANAGEMENT**



PHASE 1 Consultation



1 Contact the AHLA Foundation (AHLAF)

If you're interested in learning more, contact Carrie Alexander, Program Manager, calexander@ahla.com, to set up an implementation consultation.



2 Consultation call

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



3 Review the Lodging Manager competencies and standards

Take the time to review all of the program documents provided following the initial consultation to determine if apprenticeship is right for your company.



4 One-on-one support

AHLAF will provide technical assistance and manage administrative burdens throughout the entire process, while walking you through step by step to make adoption as simple as possible.



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 outlines how many apprentices you're bringing on, whether they're current employees or new hires.



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.



PHASE 2 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.



1 Enroll apprentices

Review the Apprenticeship Qualifications. Those include:

- 18 years of age.
- High school diploma or GED equivalency.



2 Complete apprentice registration

After selecting apprentices, complete and submit apprentice registration worksheet.

For more information on how to select apprentices, please refer to the lodging manager standards.

- Once an apprentice has been accepted per your HR policies and the registration worksheet is complete, each apprentice will be required to sign a U.S. Department of Labor registration form provided by the AHLA Foundation staff.



3 Related instruction

Related instruction supports on-the-job learning and is available in a variety of formats.

Most employers select the apprenticeship program online course suite available from the American Hotel & Lodging Educational Institute. Courses offered at a local college or employer-created training content may also be used as approved related instruction. Contact the AHLA Foundation staff to determine the right fit for your apprentices.



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.



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

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



6 Keep AHLAF in the loop

Provide quarterly reports to AHLAF so we can help manage your program's progress. Elements of our report should include:

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



PHASE 3

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.

In addition to the program certificate issued by the U.S. Department of Labor, apprentices also have the opportunity to earn industry-recognized certifications from AHLA. The most popular selection for Lodging Manager apprentices is the Certified Hospitality Supervisor. Contact the AHLA Foundation staff to learn more about the qualifications and scholarship funding offered to cover the exam fees. Apprentices also have the opportunity to earn college credit by enrolling in the program if they wish to pursue an Associate or Bachelor Degree. Please contact the AHLA Foundation to see participating schools and enrollment process.



Tips

- Current employees with high potential for managerial roles make great apprentices.
- Apprentices can start the program at any time of year.
- Mentor selection is key to the success of any apprenticeship program.
- Apprentices can begin their related instruction online on Day 1 of the program



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