

Hospitality Sector Job Readiness Rubric

PURPOSE: This Resource is intended to summarize the most essential job readiness standards identified by DC area hospitality employers for entry-level candidates for full-time jobs and apprenticeships, and identify potential sources of evidence that candidates should have available to demonstrate their job readiness to prospective employers. Note this resource does not include occupation-specific technical skills a candidate may need to qualify for specific roles. Questions or feedback can be directed to ebibo@cityworksdc.org.

| JOB READINESS STANDARD | OVERVIEW | EVIDENCE |
|------------------------|--|---|
| Professional Resume | <ul style="list-style-type: none"> Resume includes skills, experience, achievements, and/or education that is clearly aligned and relevant to the job of interest Resume contains only one type of font, has bullet points to outline skills, and includes no spelling or grammar mistakes | <ul style="list-style-type: none"> Candidate resume The Hospitality Sector Job Readiness Assessment Protocol provides more detailed guidance for how Education & Training providers can assess resume readiness |
| Elevator Pitch | <ul style="list-style-type: none"> Candidate is able to share why they are the best fit for the position, using a quick overview of skills, achievements, and background as evidence Elevator pitch lasts no more than 3 minutes Elevator pitch effectively showcases candidate personality | <ul style="list-style-type: none"> The Hospitality Sector Job Readiness Assessment Protocol provides more detailed guidance for how Education & Training providers can assess Elevator Pitch |
| Interest | <ul style="list-style-type: none"> Candidate is genuinely interested in the role to which they are applying, and in the occupational field If hired for the role, the candidate intends to commit to it for a year (less time if they advance to a more senior role at the property). Candidate has a history of being responsive in communication to potential employer (within 48 hours or less) Candidate demonstrates that they have conducted research on prospective employer Candidate asks meaningful questions during the interview prep process | <ul style="list-style-type: none"> The Hospitality Sector Job Readiness Assessment Protocol provides more detailed guidance for how Education & Training providers can assess interest |
| Punctuality | <ul style="list-style-type: none"> Candidate has a reliable history of reporting to work/school on time and consistently. Candidate is available for work during the proposed days and times identified for the given role and has transportation and/or childcare plans in place. | <ul style="list-style-type: none"> Past Internship/apprenticeship evaluation from employer In-Seat Attendance Report? Confirmation from education/training provider that candidate has childcare/transportation plan in place (if applicable) |
| Professionalism | <p>Candidate has a reliable history of:</p> <ul style="list-style-type: none"> Being consistently professional in their communication, behavior, and attire Acting equitably with integrity and accountability to self, others, and the organization Being present and prepared Dependability Working hard to meet goals and commitments Requesting, receiving, and acting upon constructive feedback | <ul style="list-style-type: none"> Past Internship/apprenticeship evaluation The Hospitality Sector Job Readiness Assessment Protocol provides more detailed guidance for how Education & Training providers can assess professionalism |

