

**HYATT** | RiseHY

## Community Based Organization Partner Evaluation Template

RiseHY is our global program designed to reach untapped talent, including Opportunity Youth\* and-beyond and connect them to the hospitality industry.

*\*People aged 16 through 24 who come from under-resourced communities\*\* and are disconnected from the economy by not working and not going to school. \*\*Under-resourced communities refers to populations who are systemically denied a full opportunity to participate in aspects of economic, civic and social life and have limited or no access to resources.*

This form will help evaluate if the community-based organizations may be a good match to RiseHY.

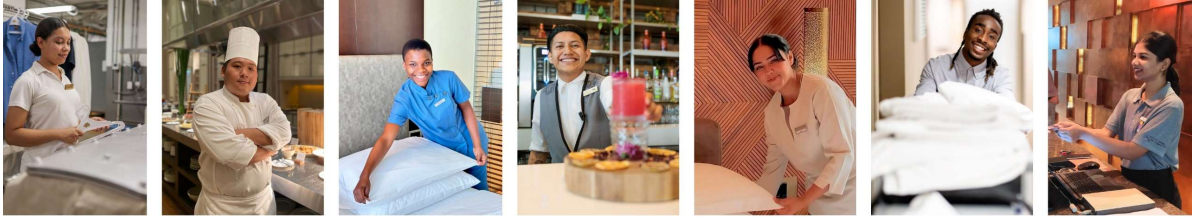
Program/Demographics	
Number of people served annually	
Description of the audience you aim to serve, the programming/support you offer and any other details you wish to provide	
Geographic reach of the program	
Program structure & relevant dates/cycles (list below)	
Overview of job readiness programs offered and duration (list below)	
Experience coordinating Work Based Experiences (WBEs)	
Policies and procedures in place to ensure compliance with local requirements (e.g. harassment, discrimination, etc.)	

Employer Orientation
Existing or previous employer partners (list below)



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**General Training Curriculum**

Do trainings cover the following topics:	YES	NO	SOMEWHAT	NOTES
Interview skills				
Demonstrating sensitivity/empathy				
Maintaining effective relationships				
Respecting and valuing different viewpoints				
Displaying a professional appearance				
Maintaining a positive attitude				
Exhibiting patience and resilience				
Fulfilling obligations				
Practicing attendance and punctuality				
Following directions				
Demonstrating a desire to serve				
Establishing productive relationships/teamwork				
Meeting team objectives				
English language training: spoken and written (if applicable)				

**Role/Industry Specific Training**

Is training provided for following roles?	YES DO	YES CAN	CANNOT
Front line staff: <i>Bell attendant</i>			
Customer service representatives: <i>Concierge</i>			
Front Desk: <i>Front Desk Attendant, Host</i>			
F&B/Culinary: <i>Waiter, Cook, Steward</i>			
Rooms (housekeeping, laundry & spa): <i>Attendant</i>			

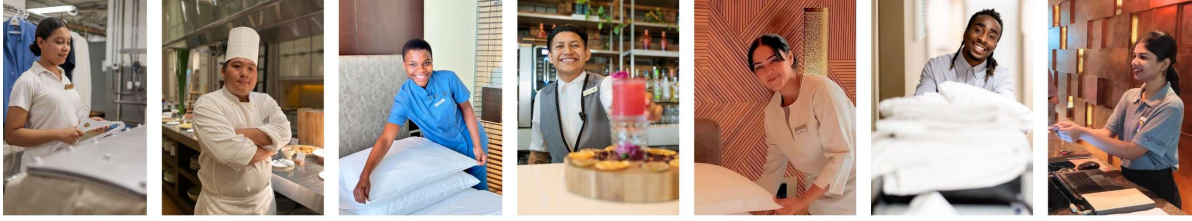
**Are hospitality-specific certifications (list below) provided:**

- 



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<b>Wraparound Services</b>				
<b>Are following supports offered:</b>	<b>YES</b>	<b>NO</b>	<b>SOMEWHAT</b>	<b>NOTES</b>
Career mentoring				
Access to ongoing coaching/ support services for at least 6 months post-hire				
Transportation support				
Housing support				
Mental health services/counseling				
Healthcare/Insurance				
Childcare support				
<b>Are there any limits (time or otherwise) to the supports offered per client? (Describe)</b>				

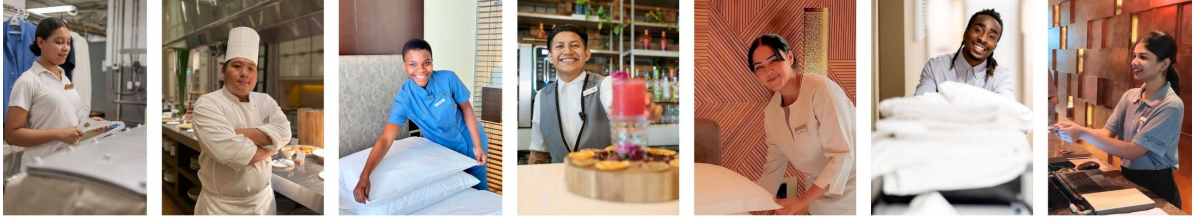
<b>Performance and evaluation</b>			
<b>Program graduation rate</b>			
<b>Job placement rate</b>			
<b>6 month retention in jobs</b>			
<b>Other individual performance metrics currently being collected</b>			
	<b>YES</b>	<b>NO</b>	<b>SOMEWHAT</b>
<b>Willingness to align with Hyatt on metrics to track</b>			
<b>Commitment to gathering and sharing metrics data</b>			

<b>Organizational Capacity Leadership &amp; Culture Fit</b>			
<b>Mission/approach to serving individual</b>			
•			
<b>Organizational reputation</b>			
•			
	<b>LOW</b>	<b>MEDIUM</b>	<b>HIGH</b>
<b>Is Leadership stable</b>			
<b>Do training values match Hyatt's culture</b>			
<b>Is Organization financially stable</b>			



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<b>Staffing Capacity</b>			
<b>Are there dedicated staff roles for:</b>	<b>YES DO</b>	<b>YES CAN</b>	<b>CANNOT</b>
Employer engagement			
Services/support			
Training			

<b>Recruiting</b>
<b>Current recruiting practices</b>
<b>Ability to recruit additional recipients if needed</b>
<b>Ability to source candidates who will not be disqualified by employer screens (e.g., language, work authorization, background check, etc.)</b>
•
<b>Partnership Capacity</b>
<b>Ability to leverage relationships with the community and other nonprofits</b>
<b>Existence of quality control measures across sites</b>
<b>Willingness to participate in marketing efforts</b>

<b>Costs</b>	
Cost to individual to receive training (if applicable)	
Cost per individual served	
Average grant size	



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