



**CAREER CLUSTER**  
Hospitality and Tourism

**CAREER PATHWAY**  
Lodging

**INSTRUCTIONAL AREA**  
Operations

## **HOTEL AND LODGING MANAGEMENT SERIES EVENT**

### **PARTICIPANT INSTRUCTIONS**

#### **PROCEDURES**

1. The event will be presented to you through your reading of these instructions, including the Performance Indicators and Event Situation. You will have up to 10 minutes to review this information to determine how you will handle the role-play situation and demonstrate the performance indicators of this event. During the preparation period, you may make notes to use during the role-play situation.
2. You will have up to 10 minutes to role-play your situation with a judge (you may have more than one judge).
3. You will be evaluated on how well you meet the performance indicators of this event.
4. Turn in all your notes and event materials when you have completed the role-play.

#### **PERFORMANCE INDICATORS**

1. Describe the functions of the security department.
2. Describe health and safety regulations in business.
3. Explain routine security precautions.
4. Explain ethical considerations in providing information.
5. Explain the nature of positive customer relations.



## **EVENT SITUATION**

You are to assume the role of assistant manager of MAYBORN HOTEL AND SUITES. The general manager (judge) has asked you to develop a guest privacy and safety plan for the hotel.

MAYBORN HOTEL AND SUITES is an average sized hotel property with 175 guestrooms and 25 spacious suites, located on 8 floors, accessible by elevators and a stairwell. The property boasts one restaurant and a full service lobby bar which features drink specials and live entertainment on Friday and Saturday nights. Security cameras are located in each elevator and at each of the hotel's entrances.

Recently, national attention has been given to guest safety while staying at hotels. A female guest caught a male guest spying on her through a peephole that he had created in a wall. Further investigation revealed the male guest had specifically requested to stay in a room adjacent to the victim's. Because no policy was in place to address such a request, the hotel obliged. MAYBORN HOTEL AND SUITES also has no such policy.

This incident has caused many hotel guests, especially female guests, to be fearful of their security while staying in a hotel. The hotel's general manager (judge) would like you to develop a guest privacy and safety plan for the hotel. The general manager (judge) wants your input on which areas of the hotel need more security, a clear policy on requests for adjoining and adjacent rooms and ideas about how to make individual guests feel completely secure while staying at the MAYBORN HOTEL AND SUITES.

You will explain your guest privacy and safety plan to the general manager (judge) in a role-play to take place in the general manager's (judge's) office. The general manager (judge) will begin the role-play by greeting you and asking to hear your ideas. After you have explained your plan and have answered the general manager's (judge's) questions, the general manager (judge) will conclude the role-play by thanking you for your work.

## **JUDGE'S INSTRUCTIONS**

### **DIRECTIONS, PROCEDURES AND JUDGE'S ROLE**

In preparation for this event, you should review the following information with your event manager and other judges:

1. Procedures
2. Performance Indicators
3. Event Situation
4. Judge Role-play Characterization  
Participants may conduct a slightly different type of meeting and/or discussion with you each time; however, it is important that the information you provide and the questions you ask be uniform for every participant.
5. Judge's Evaluation Instructions
6. Judge's Evaluation Form  
Please use a critical and consistent eye in rating each participant.

### **JUDGE ROLE-PLAY CHARACTERIZATION**

You are to assume the role of general manager at MAYBORN HOTEL AND SUITES. You have asked your assistant manager (participant) to develop a guest privacy and safety plan for the hotel.

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This incident has caused many hotel guests, especially female guests, to be fearful of their security while staying in a hotel. You would like the assistant manager (participant) to develop a guest privacy and safety plan for the hotel. You want the assistant manager's (participant's) input on which areas of the hotel need more security, a clear policy on requests for adjoining and

adjacent rooms and ideas about how to make individual guests feel completely secure while staying at the MAYBORN HOTEL AND SUITES.

The assistant manager (participant) will explain his/her ideas for a guest privacy and safety plan to you in a role-play to take place in your office. You will begin the role-play by greeting the assistant manager (participant) and asking to hear the ideas.

During the course of the role-play you are to ask the following questions of each participant:

1. Wouldn't it be better for our customers if we spent the money on updating the guest rooms instead of on security?
2. Might these new policies cause our guests to be *more* fearful?

Once the assistant manager (participant) has explained the guest privacy and safety plan and has answered your questions, you will conclude the role-play by thanking the assistant manager (participant) for the work.

You are not to make any comments after the event is over except to thank the participant.

## JUDGE'S EVALUATION INSTRUCTIONS

### Evaluation Form Information

The participants are to be evaluated on their ability to perform the specific performance indicators stated on the cover sheet of this event and restated on the Judge's Evaluation Form. Although you may see other performance indicators being demonstrated by the participants, those listed in the Performance Indicators section are the critical ones you are measuring for this particular event.

### Evaluation Form Interpretation

The evaluation levels listed below and the evaluation rating procedures should be discussed thoroughly with your event chairperson and the other judges to ensure complete and common understanding for judging consistency.

<b>Level of Evaluation</b>	<b>Interpretation Level</b>
Exceeds Expectations	Participant demonstrated the performance indicator in an extremely professional manner; greatly exceeds business standards; would rank in the top 10% of business personnel performing this performance indicator.
Meets Expectations	Participant demonstrated the performance indicator in an acceptable and effective manner; meets at least minimal business standards; there would be no need for additional formalized training at this time; would rank in the 70-89 <sup>th</sup> percentile of business personnel performing this performance indicator.
Below Expectations	Participant demonstrated the performance indicator with limited effectiveness; performance generally fell below minimal business standards; additional training would be required to improve knowledge, attitude and/or skills; would rank in the 50-69 <sup>th</sup> percentile of business personnel performing this performance indicator.
Little/No Value	Participant demonstrated the performance indicator with little or no effectiveness; a great deal of formal training would be needed immediately; perhaps this person should seek other employment; would rank in the 0-49 <sup>th</sup> percentile of business personnel performing this performance indicator.

## JUDGE'S EVALUATION FORM

HLM

SAMPLE EVENT

### DID THE PARTICIPANT:

#### 1. Describe the functions of the security department?

**Little/No Value**

**0, 1, 2, 3, 4, 5**

Attempts at describing the functions of the security department were inadequate or weak.

**Below Expectations**

**6, 7, 8, 9, 10, 11**

Adequately described the functions of the security department.

**Meets Expectations**

**12, 13, 14, 15**

Effectively described the functions of the security department.

**Exceeds Expectations**

**16, 17, 18**

Very effectively described the functions of the security department.

#### 2. Describe health and safety regulations in business?

**Little/No Value**

**0, 1, 2, 3, 4, 5**

Attempts at describing health and safety regulations in business were inadequate or weak.

**Below Expectations**

**6, 7, 8, 9, 10, 11**

Adequately described health and safety regulations in business.

**Meets Expectations**

**12, 13, 14, 15**

Effectively described health and safety regulations in business.

**Exceeds Expectations**

**16, 17, 18**

Very effectively described health and safety regulations in business.

#### 3. Explain routine security precautions?

**Little/No Value**

**0, 1, 2, 3, 4, 5**

Attempts at explaining routine security precautions were weak or incorrect.

**Below Expectations**

**6, 7, 8, 9, 10, 11**

Adequately explained routine security precautions.

**Meets Expectations**

**12, 13, 14, 15**

Effectively explained routine security precautions.

**Exceeds Expectations**

**16, 17, 18**

Very effectively explained routine security precautions.

#### 4. Explain ethical considerations in providing information?

**Little/No Value**

**0, 1, 2, 3, 4, 5**

Attempts at explaining ethical considerations in providing information were inadequate or unclear.

**Below Expectations**

**6, 7, 8, 9, 10, 11**

Adequately explained ethical considerations in providing information.

**Meets Expectations**

**12, 13, 14, 15**

Effectively explained ethical considerations in providing information.

**Exceeds Expectations**

**16, 17, 18**

Very effectively explained ethical considerations in providing information.

#### 5. Explain the nature of positive customer relations?

**Little/No Value**

**0, 1, 2, 3, 4, 5**

Attempts at explaining the nature of positive customer relations were inadequate or weak.

**Below Expectations**

**6, 7, 8, 9, 10, 11**

Adequately explained the nature of positive customer relations.

**Meets Expectations**

**12, 13, 14, 15**

Effectively explained the nature of positive customer relations.

**Exceeds Expectations**

**16, 17, 18**

Very effectively explained the nature of positive customer relations.

#### 6. Overall impression and response to the judge's questions.

**Little/No Value**

**0, 1, 2**

Demonstrated few skills; could not answer the judge's questions.

**Below Expectations**

**3, 4, 5**

Demonstrated limited ability to link some skills; answered the judge's questions adequately.

**Meets Expectations**

**6, 7, 8**

Demonstrated the specified skills; answered the judge's questions effectively.

**Exceeds Expectations**

**9, 10**

Demonstrated skills confidently and professionally; answered the judge's questions very effectively and thoroughly.

Judge's Initials \_\_\_\_\_

TOTAL SCORE \_\_\_\_\_