



CAREER CLUSTER
Hospitality and Tourism

CAREER PATHWAY
Restaurants and Food and Beverage Services

INSTRUCTIONAL AREA
Operations

RESTAURANT AND FOOD SERVICE MANAGEMENT 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 30 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 15 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. Discuss the role of ethics in operations.
2. Describe the use of technology in operations.
3. Explain employee's role in expense control.
4. Relate appropriate response to legal/ethical infractions in the workplace.
5. Outline steps to remedy specific problems.



EVENT SITUATION

You are to assume the role of general manager at FRATERNITY, a casual restaurant that specializes in bar fare; wings, burgers, nachos, onion rings, etc. The restaurant currently has two locations. The owner of both FRATERNITY locations (judge) has asked you respond to recent acts of employee fraud and create a new system to manage and track employees and their transactions.

FRATERNITY opened its doors only five years ago in a large city with two major universities. Each of the restaurants is located in the popular neighborhoods near the universities. The restaurants cater to the co-eds by supporting sports teams, offering specials and promotions to students and hiring the students as servers, hosts and cooks.

Each FRATERNITY employee is issued a swipe card that is used for clocking in and out, entering food and drink orders, closing out bills and overriding and voiding transactions. While the swipe card system is efficient, it unfortunately creates the opportunity for fraud. The owner (judge) has found that many employees have been taking advantage of the system. Employees have been guilty of giving other staff members their cards to clock them in on time and using each other's cards to enter orders to maintain their speed requirements. Most alarming, the owner (judge) has found that a large number of unauthorized overrides and voids have been given, costing the company hundreds of dollars.

The owner of the FRATERNITY restaurants (judge) wants to know how you will respond to the employee fraud and has asked for your ideas on a new system that will be more reliable than the swipe card system. The new system must:

- Tie the employee to the transaction
- Stop time/attendance fraud
- End unauthorized overrides and voids
- Speed transaction time

You will present your recommendations to the owner (judge) in a role-play to take place in the owner's (judge's) office. The owner (judge) will begin the role-play by greeting you and asking to hear your ideas. After you have presented your recommendations and have answered the owner's (judge's) questions, the owner (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 owner of FRATERNITY, a casual restaurant that specializes in bar fare; wings, burgers, nachos, onion rings, etc. The restaurant currently has two locations. You have asked the general manager (participant) to respond to recent acts of employee fraud and create a new system to manage and track employees and their transactions.

FRATERNITY opened its doors only five years ago in a large city with two major universities. Each of the restaurants is located in the popular neighborhoods near the universities. The restaurants cater to the co-eds by supporting sports teams, offering specials and promotions to students and hiring the students as servers, hosts and cooks.

Each FRATERNITY employee is issued a swipe card that is used for clocking in and out, entering food and drink orders, closing out bills and overriding and voiding transactions. While the swipe card system is efficient, it unfortunately creates the opportunity for fraud. You have found that many employees have been taking advantage of the system. Employees have been guilty of giving other staff members their cards to clock them in on time and using each other's cards to enter orders to maintain their speed requirements. Most alarming, you have found that a large number of unauthorized overrides and voids have been given, costing the company thousands of dollars.

You have asked the general manager (participant) for a response to the employee fraud and have asked for ideas on a new system that will be more reliable than the swipe card system. The new system must:

- Tie the employee to the transaction
- Stop time/attendance fraud
- End unauthorized overrides and voids
- Speed transaction time

The general manager (participant) will present recommendations to you in a role-play to take place in your office. You will begin the role-play by greeting the general manager (participant) and asking to hear his/her ideas.

After the general manager (participant) has presented recommendations, you are to ask the following questions of each participant:

1. Does needing authorization for overrides and voids slow down transactions?
2. Going forward, should we hire fewer college students?

Once the general manager (participant) has answered your questions, you will conclude the meeting by thanking him/her 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. Please note that an overall score of 70% indicates a *minimum level of acceptable performance*.

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.

Level of Evaluation	Interpretation Level
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 th 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 th percentile of business personnel performing this performance indicator.
Little/No Demonstration	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 th percentile of business personnel performing this performance indicator.



**RESTAURANT AND FOOD SERVICE
MANAGEMENT, 2014**

Participant: _____

**JUDGE'S EVALUATION FORM
SAMPLE EVENT**

I.D. Number: _____

INSTRUCTIONAL AREA: Operations

Did the participant:

		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
PERFORMANCE INDICATORS						
1.	Discuss the role of ethics in operations?	0-1-2-3-4-5	6-7-8-9-10-11	12-13-14-15	16-17-18	
2.	Describe the use of technology in operations?	0-1-2-3-4-5	6-7-8-9-10-11	12-13-14-15	16-17-18	
3.	Explain employee's role in expense control?	0-1-2-3-4-5	6-7-8-9-10-11	12-13-14-15	16-17-18	
4.	Relate appropriate response to legal/ethical infractions in the workplace?	0-1-2-3-4-5	6-7-8-9-10-11	12-13-14-15	16-17-18	
5.	Outline steps to remedy specific problems?	0-1-2-3-4-5	6-7-8-9-10-11	12-13-14-15	16-17-18	
6.	Overall impression and response to judge's questions	0-1-2	3-4-5	6-7-8	9-10	
TOTAL SCORE						