



CAREER CLUSTER
Hospitality and Tourism

CAREER PATHWAY
Restaurant and Food and Beverage Services

INSTRUCTIONAL AREA
Communication Skills

RESTAURANT AND FOOD SERVICE MANAGEMENT SERIES EVENT

PARTICIPANT INSTRUCTIONS

- The event will be presented to you through your reading of the 21st Century Skills, Performance Indicators and Event Situation. You will have up to 10 minutes to review this information and prepare your presentation. You may make notes to use during your presentation.
- You will have up to 10 minutes to make your presentation to the judge (you may have more than one judge.)
- You will be evaluated on how well you meet the performance indicators of this event.
- Turn in all of your notes and event materials when you have completed the event.

21st CENTURY SKILLS

- Critical Thinking – Reason effectively and use systems thinking.
- Problem Solving – Make judgments and decisions, and solve problems.
- Communication – Communicate clearly.
- Creativity and Innovation – Show evidence of creativity.

PERFORMANCE INDICATORS

1. Explain the nature of staff communication.
2. Choose and use appropriate channel for workplace communication.
3. Employ communication styles appropriate to target audience.
4. Reinforce service orientation through communication.
5. Illustrate correct food handling and production techniques.

EVENT SITUATION

You are to assume the role of general manager at WILSON TAYLOR, a locally owned and operated restaurant in a city of one million people. The owner of the restaurant (judge) is concerned about the increasingly high number of people with food allergies and has asked that you address the restaurant staff with tips on keeping WILSON TAYLOR customers safe.

WILSON TAYLOR is considered to be a mid-level restaurant in the metropolitan area. While the prices are higher than a casual restaurant, the restaurant is not considered fine dining. The menu includes a variety of dishes such as steaks, pastas, seafood, chicken and salads. The chef has daily specials which include both vegetarian and non-vegetarian choices.

It was recently reported that roughly 15 million Americans that suffer from food allergies dine out. Diners with food allergies are educated on foods they can eat and not eat and know what to look for and ask for in restaurants. The report also stated that half of fatal episodes from food allergens occur outside the home. While food allergies have been addressed with restaurant staff throughout the years, the report concerned the owner of WILSON TAYLOR (judge).

The owner of WILSON TAYLOR (judge) wants you to create an outline on best practices for WILSON TAYLOR staff that will help keep customers with allergies safe. The owner (judge) would like you to make one or two suggestions for each of the following that will help with allergy safety:

- Menu: How can the menu address food allergies?
- Storage: How can perishable and nonperishable food items be stored with concern to food allergies?
- Equipment: How can equipment be kept from cross-contamination?
- Cleanliness: How should kitchen staff and wait staff address personal cleanliness and restaurant cleanliness to reduce allergen contamination?

The owner (judge) also would like you to determine the best way to communicate the best practices to all WILSON TAYLOR staff.

You will present the information 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 the information 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. 21st Century Skills and 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 WILSON TAYLOR, a locally owned and operated restaurant in a city of one million people. You are concerned about the increasingly high number of people with food allergies and have asked that the general manager (participant) address the restaurant staff with tips on keeping WILSON TAYLOR customers safe.

WILSON TAYLOR is considered to be a mid-level restaurant in the metropolitan area. While the prices are higher than a casual restaurant, the restaurant is not considered fine dining. The menu includes a variety of dishes such as steaks, pastas, seafood, chicken and salads. The chef has daily specials which include both vegetarian and non-vegetarian choices.

It was recently reported that roughly 15 million Americans that suffer from food allergies dine out. Diners with food allergies are educated on foods they can eat and not eat and know what to look for and ask for in restaurants. The report also stated that half of fatal episodes from food allergens occur outside the home. While food allergies have been addressed with restaurant staff throughout the years, the report concerned you.

You want the general manager (participant) to create an outline on best practices for WILSON TAYLOR staff that will help keep customers with allergies safe. You would like the general manager (participant) to make one or two suggestions for each of the following that will help with allergy safety:

- Menu: How can the menu address food allergies?
- Storage: How can perishable and nonperishable food items be stored with concern to food allergies?
- Equipment: How can equipment be kept from cross-contamination?
- Cleanliness: How should kitchen staff and wait staff address personal cleanliness and restaurant cleanliness to reduce allergen contamination?

You also would like the general manager (participant) to determine the best way to communicate the best practices to all WILSON TAYLOR staff.

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

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

1. Why is it important to train the entire staff and not only the kitchen staff?
2. How can we guarantee that our staff is following best practices?
3. Should we have consequences for staff not following procedures?

Once the general manager (participant) has presented the information and has answered your questions, you will conclude the role-play by thanking the general 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.

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 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 th percentile of business personnel performing this performance indicator.



**RESTAURANT AND FOOD SERVICE
MANAGEMENT SERIES, 2018**

Participant: _____

I.D. Number: _____

**JUDGE'S EVALUATION FORM
SAMPLE**

**INSTRUCTIONAL AREA
Communication Skills**

Did the participant:

		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
PERFORMANCE INDICATORS						
1.	Explain the nature of staff communication?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
2.	Choose and use appropriate channel for workplace communication?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
3.	Employ communication styles appropriate to target audience?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
4.	Reinforce service orientation through communication?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
5.	Illustrate correct food handling and production techniques?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
21st CENTURY SKILLS						
6.	Reason effectively and use systems thinking?	0-1	2-3	4	5-6	
7.	Make judgments and decisions, and solve problems?	0-1	2-3	4	5-6	
8.	Communicate clearly?	0-1	2-3	4	5-6	
9.	Show evidence of creativity?	0-1	2-3	4	5-6	
10.	Overall impression and responses to the judge's questions	0-1	2-3	4	5-6	
TOTAL SCORE						