



JUDGING INFORMATION PACKET

COMPETITIVE EVENTS PROGRAM

BUSINESS SERVICES MARKETING SERIES

Thank you for agreeing to share your time and knowledge with DECA members at the International Career Development Conference (ICDC)!

As a judge you will sit across the table from DECA's most talented members and evaluate their knowledge and skills they've developed all year. You provide the 'real world' expertise that sets our industry-validated competitive events program apart as you determine who will advance to finals or be named an international finalist.

ICDC would not be possible without your commitment. On behalf of all DECA students and staff, thank you for serving as a competitive events judge!



INDIVIDUAL SERIES EVENTS

JUDGING INSTRUCTIONS

DECA's Competitive Events Program is aligned to industry-validated National Curriculum Standards in the career clusters of marketing, business management and administration, finance and hospitality and tourism. The DECA members you will be judging have qualified from a series of competitions and represent the top performers from their state/province.

EVENT OVERVIEW

- The event you have agreed to judge includes two major parts: an exam and two role-play activities.
- You have been assigned to judge one of the two role-plays in one section of this event.
- In your section, you will judge 16 to 20 participants, who are only competing against each other in the preliminary competition. The top two performers from each section, after combining the exam and two role-play scores, will advance to final competition.
- The participant will be given a written scenario to review. In the role-play, the participant must accomplish a task by translating what they have learned into effective, efficient and spontaneous action.
- A list of five performance indicators specific to the scenario is included in the participant's instructions. These are distinct tasks the participant must accomplish during the role-play. As a judge, you will evaluate the participant's role-play performance on these tasks, follow-up questions and 21st Century Skills.

YOUR ROLE AS A JUDGE

- Carefully review the role-play and evaluation form to understand your characterization as a judge.
- Once you begin to see participants, after introductions, begin the 10-minute role-play.
- Following the participant's explanation for the solution to the role-play, ask questions related to the scenario that are provided in the event. Please ask the same questions to all participants for consistency in scoring.
- Materials appropriate for the situation may be handed to you or left with you by the participants. Materials must be created by the participants using materials provided during the designated preparation period. No printed reference materials, visual aids, etc., may be used.
- Close the role-play by thanking the participant for his/her work. Please do not provide any feedback to the participant.
- Use a pencil to complete the scantron form, recording the score in the box and blackening the correct score. You may need to adjust scores as you establish clear expectations for performance.
- If you have any questions, please consult your event director.
- All participants, regardless of race, color, religion, sex, national origin, age, disability, sexual orientation or socio-economic status, should be treated equally and respectfully.

TIPS AND SUGGESTIONS

- Perform a consistent judge characterization and maintain the same expectations of participants throughout to ensure an equitable competitive environment.
- Create a positive learning environment for participants.
- To assist with the determination of winners, please avoid giving ties.
- Participants scoring a combined total score of 70% or better on the competitive event components will earn a Certificate of Excellence.



1 PARTICIPANT



1 ROLE-PLAY



PRESENTATION
TIME

*Thank you for
volunteering to evaluate
our emerging leaders and
entrepreneurs.*



CAREER CLUSTER

Marketing

CAREER PATHWAY

Marketing Management

INSTRUCTIONAL AREA

Product/Service Management

BUSINESS SERVICES MARKETING 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 role of promotion as a marketing function.
2. Explain the nature of a promotional plan.
3. Explain the nature of product/service branding.
4. Describe factors used by marketers to position products/services.
5. Communicate core values of product/service.

EVENT SITUATION

You are to assume the role of general manager at EXPRESS PRINTING & SHIPPING, a local business that provides printing and delivery services to other businesses in the area. The owner of the company (judge) has asked you to determine how to best promote EXPRESS PRINTING & SHIPPING as a large national chain of office supplies and services has opened a store in the area.

EXPRESS PRINTING & SHIPPING is located in a city of 250,000 people and has been in business for over twenty years. The store has plenty of loyal business clients that use EXPRESS for an assortment of printing and shipping needs. EXPRESS' prices are considered average, but the store does offer a special each month, such as 10% off 500 or more color copies or 10% off 500 business cards. EXPRESS advertises its monthly specials on the electronic sign outside the store and on its Facebook page and website.

Just last month, MARGINS, a national chain of office supplies and services opened its first store in the area. The store is one of 950 MARGINS stores across the nation and boasts a huge inventory of office supplies along with full-service high tech printing for both business clients and the general public.

Along with the new store came a large amount of advertising. National MARGINS television commercials began broadcasting, grand opening ads were featured on local radio stations and large print ads were in the daily community newspaper. All advertisements promoted MARGINS unbeatable prices and services.

MARGINS does offer a few products and services that EXPRESS PRINTING & SHIPPING does not. MARGINS offers a huge inventory of office supplies, can receive custom print orders online and offers same day printing. EXPRESS PRINTING & SHIPPING does not offer any of those services. MARGINS also offers cheaper prices on printing services.

The owner of EXPRESS PRINTING & SHIPPING (judge) is extremely concerned that the local business will lose many of its business clients to MARGINS. EXPRESS PRINTING & SHIPPING simply cannot afford the same advertising as MARGINS, nor does it have the space or technology to offer the same services.

The owner (judge) has asked you to determine how to best promote EXPRESS PRINTING & SHIPPING. Specifically, the owner (judge) wants you to determine the most valuable aspects of the business to promote and the best methods to use to promote them. The owner (judge) wants its current customers and potential customers to be reminded why EXPRESS PRINTING & SHIPPING is a better choice than MARGINS.

You will present your ideas 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 ideas 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 EXPRESS PRINTING & SHIPPING, a local business that provides printing and delivery services to other businesses in the area. You have asked the general manager (participant) to determine how to best promote EXPRESS PRINTING & SHIPPING as a large national chain of office supplies and services has opened a store in the area.

EXPRESS PRINTING & SHIPPING is located in a city of 250,000 people and has been in business for over twenty years. The store has plenty of loyal business clients that use EXPRESS for an assortment of printing and shipping needs. EXPRESS' prices are considered average, but the store does offer a special each month, such as 10% off 500 or more color copies or 10% off 500 business cards. EXPRESS advertises its monthly specials on the electronic sign outside the store and on its Facebook page and website.

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You are extremely concerned that the local business will lose many of its business clients to MARGINS. EXPRESS PRINTING & SHIPPING simply cannot afford the same advertising as MARGINS, nor does it have the space or technology to offer the same services.

You have asked the general manager (participant) to determine how to best promote EXPRESS PRINTING & SHIPPING. Specifically, you want the general manager (participant) to determine the most valuable aspects of the business to promote and the best methods to use to promote them. You want the current customers and potential customers to be reminded why EXPRESS PRINTING & SHIPPING is a better choice than MARGINS.

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

1. Why is it important for us to even address our new competition?
2. Do you think we will have to lower our prices to compete?
3. How can we tell if your ideas are effective?

Once the general manager (participant) has presented ideas 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.



**BUSINESS SERVICES MARKETING SERIES,
2017**

Participant: _____

I.D. Number: _____

**JUDGE'S EVALUATION FORM
SAMPLE**

**INSTRUCTIONAL AREA
Product/Service Management**

Did the participant:

		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
PERFORMANCE INDICATORS						
1.	Explain the role of promotion as a marketing function?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
2.	Explain the nature of a promotional plan?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
3.	Explain the nature of product/service branding?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
4.	Describe factors used by marketers to position products/services?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
5.	Communicate core values of product/service?	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						