



JUDGING INFORMATION PACKET

COMPETITIVE EVENTS PROGRAM

HOTEL AND LODGING MANAGEMENT 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
Hospitality and Tourism

CAREER PATHWAY
Lodging

INSTRUCTIONAL AREA
Marketing

HOTEL AND LODGING 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. Detail the functions of the restaurant(s).
2. Identify company's unique selling proposition.
3. Describe marketing functions and related activities.
4. Explain factors that influence customer/client/business buying behavior.
5. Explain the concept of marketing strategies.

EVENT SITUATION

You are to assume the role of general manager at Madder Lake Inn, a full-service hotel located in a city of 200,000 people. The restaurant manager (judge) has expressed concerns about the number of open tables at the hotel's restaurant and wants your help in creating marketing strategies that will bring in local community members to the restaurant.

Madder Lake Inn is located right on Madder Lake and offers guests easy access to hiking trails along with canoe and kayak rentals. Along with a lounge and a coffee shop, the hotel offers a full service restaurant, Lakeside. Lakeside is situated right on the banks of Madder Lake and offers indoor seating in an elegant dining room and outdoor seating on a beautiful patio. The full-service menu offers midscale prices on locally grown and sourced items.

At first, guests shied away from dining at Lakeside due to the midscale prices. When asked, guests stated they would rather go off property than paying higher prices on meals on-site. To help remedy the situation, each guest at Madder Lake Inn receives a discount while dining at Lakeside. When charging to a guest room or presenting a room key, the guest receives 20% off the bill. This discount has led to an increase in the number of guests dining at Lakeside, however the dining room consistently remains only half full.

The restaurant manager (judge) is proud of Lakeside, but understands that many community members simply do not even consider Lakeside as an option for dining out because it is affiliated with the hotel. The restaurant manager (judge) feels that if more people in the community knew about the beautiful location and locally grown menu items, they would consider dining at a hotel restaurant.

The restaurant manager (judge) wants your help in creating marketing strategies that will bring in local community members to dine at Lakeside. The restaurant manager (judge) wants to know the specific market you will target, strategies used to get them to dine at Lakeside and any unique selling propositions Lakeside can use to build a local clientele.

You will present your ideas to the restaurant manager (judge) in a role-play to take place in the restaurant manager's (judge's) office. The restaurant manager (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 restaurant manager's (judge's) questions, the restaurant 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. 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 restaurant manager at LAKESIDE, the hotel restaurant located on the property of MADDER LAKE INN, a full-service hotel located in a city of 200,000 people. You have expressed concerns to the hotel's general manager (participant) about the number of open tables at the hotel's restaurant and want the general manager's (participant's) help in creating marketing strategies that will bring in local community members to the restaurant.

MADDER LAKE INN is located right on Madder Lake and offers guests easy access to hiking trails along with canoe and kayak rentals. Along with a lounge and a coffee shop, the hotel offers a full service restaurant, LAKESIDE. LAKESIDE is situated right on the banks of Madder Lake and offers indoor seating in an elegant dining room and outdoor seating on a beautiful patio. The full-service menu offers midscale prices on locally grown and sourced items.

At first, guests shied away from dining at LAKESIDE due to the midscale prices. When asked, guests stated they would rather go off property than paying higher prices on meals on-site. To help remedy the situation, each guest at MADDER LAKE INN receives a discount while dining at LAKESIDE. When charging to a guest room or presenting a room key, the guest receives 20% off the bill. This discount has led to an increase in the number of guests dining at LAKESIDE, however the dining room consistently remains only half full.

You are proud of LAKESIDE, but understand that many community members simply do not even consider LAKESIDE as an option for dining out because it is affiliated with the hotel. You feel that if more people in the community knew about the beautiful location and locally grown menu items, they would consider dining at a hotel restaurant.

You want the general manager's (participant's) help in creating marketing strategies that will bring in local community members to dine at LAKESIDE. You want to know the specific market the general manager (participant) will target, strategies used to get them to dine at LAKESIDE and any unique selling propositions LAKESIDE can use to build a local clientele.

The general manager (participant) will present ideas to you in a role-play to take place in the manager's (participant's) 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. What do we do if the restaurant has a wait time, and our hotel guests can't get tables?
2. If we are only used to having the restaurant half full, what preparations need to be made to accommodate more patrons?
3. Why is it important that we notify all hotel staff of your ideas?

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.



**HOTEL AND LODGING MARKETING SERIES,
2017**

Participant: _____

I.D. Number: _____

**JUDGE'S EVALUATION FORM
SAMPLE**

**INSTRUCTIONAL AREA
Marketing**

Did the participant:

Did the participant:		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
PERFORMANCE INDICATORS						
1.	Detail the functions of the restaurant(s)?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
2.	Identify the company's unique selling proposition?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
3.	Describe marketing functions and related activities?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
4.	Explain factors that influence customer/client/business buying behavior?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
5.	Explain the concept of marketing strategies?	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						