



JUDGING INFORMATION PACKET

COMPETITIVE EVENTS PROGRAM

TRAVEL AND TOURISM TEAM DECISION MAKING

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!



TEAM DECISION MAKING 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 one case study situation.
- You have been assigned to judge the case study in one section of this event.
- In your section, you will judge 16 to 20 participant teams, who are only competing against each other in the preliminary competition. The top two performing teams from each section, after combining the exam and case study score, will advance to final competition.
- Each team will have 30 minutes to study the situation and organize its analysis using a team decision making format. Participant teams will then meet with you for a 15-minute presentation.
- A list of seven 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 teams' role-play performance on these tasks, follow-up questions and 21st Century Skills.

YOUR ROLE AS A JUDGE

- Carefully review the case study and evaluation form to understand your characterization as a judge.
- Once you begin to see participant teams, after introductions, begin the 10-minute role-play.
- Following the participant's explanation for the solution to the role-play, you have 5 minutes to ask questions related to the scenario that are provided in the event. Please ask the same questions to all participant teams 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 participants for their work. Please do not provide any feedback to the participants.
- 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 participant teams 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.



2 PARTICIPANTS



1 CASE STUDY



15
PRESENTATION
TIME

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



CAREER CLUSTER
Hospitality and Tourism

INSTRUCTIONAL AREA
Marketing

TRAVEL AND TOURISM TEAM DECISION MAKING EVENT

PARTICIPANT INSTRUCTIONS

- The event will be presented to you through your reading of the General Performance Indicators, Specific Performance Indicators and Case Study Situation. You will have up to 30 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), followed by up to 5 minutes to answer the judge's questions. All members of the team must participate in the presentation, as well as answer the questions.
- Turn in all of your notes and event materials when you have completed the event.

GENERAL PERFORMANCE INDICATORS

- Communications skills—the ability to exchange information and ideas with others through writing, speaking, reading or listening
- Analytical skills—the ability to derive facts from data, findings from facts, conclusions from findings and recommendations from conclusions
- Production skills—the ability to take a concept from an idea and make it real
- Teamwork—the ability to be an effective member of a productive group
- Priorities/time management—the ability to determine priorities and manage time commitments
- Economic competencies

SPECIFIC PERFORMANCE INDICATORS

- Explain marketing and its importance in a global economy.
- Describe marketing functions and related activities.
- Explain factors that influence customer/client/business buying behavior.
- Identify company's unique selling proposition.
- Explain the concept of marketing strategies.
- Explain the role of promotion as a marketing function.
- Identify communications channels used in sales promotion.

CASE STUDY SITUATION

You are to assume the roles of marketing coordinators for POINTE PLACE, an outdoor shopping center located in the number one tourist city in the country. The property manager (judge) has asked you to develop a marketing plan that will increase the number of local patrons.

POINTE PLACE was built in 2000 and is located in the heart of the most popular tourist city. The outdoor shopping center is surrounded by hundreds of hotels and a large convention center. POINTE PLACE contains specialty shops, a movie theater, live entertainment and the most restaurants in one location. Due to its location, POINTE PLACE is a destination for tourists. International tourists make up 70% of POINTE PLACE'S patrons, domestic tourists make up 24% of patrons with locals only accounting for 1% of patrons.

In the last two years, the declining economies in key international countries have greatly impacted POINTE PLACE. Due to the declining economies, fewer tourists are traveling internationally which means fewer customers patronizing POINTE PLACE. The last few months have been so slow that many store managers decided to cut store hours or even close a few days a week.

The property manager of POINTE PLACE (judge) feels that the shopping center can still be successful without the international tourists. The shopping center is located in a city of 255,000 people. The manager (judge) is certain that with the right marketing plan, the local citizens can be persuaded to visit POINTE PLACE.

The property manager (judge) would like you to create a marketing plan that will increase the number of local patrons at POINTE PLACE. The plan should include:

- Marketing strategies/Explanation of strategies
- Target market/secondary market
- Communications channels

You will present your marketing plan to the property manager (judge) in a meeting to take place in the property manager's (judge's) office. The property manager (judge) will begin the meeting by greeting you and asking to hear your ideas. After you have presented your marketing plan and have answered the property manager's (judge's) questions, the property manager (judge) will conclude the meeting by thanking you for your work.

JUDGE'S INSTRUCTIONS

You are to assume the role of property manager for POINTE PLACE, an outdoor shopping center located in the number one tourist city in the country. You have asked the marketing coordinators (participant team) to develop a marketing plan that will increase the number of local patrons.

POINTE PLACE was built in 2000 and is located in the heart of the most popular tourist city. The outdoor shopping center is surrounded by hundreds of hotels and a large convention center. POINTE PLACE contains specialty shops, a movie theater, live entertainment and the most restaurants in one location. Due to its location, POINTE PLACE is a destination for tourists. International tourists make up 70% of POINTE PLACE'S patrons, domestic tourists make up 24% of patrons with locals only accounting for 1% of patrons.

In the last two years, the declining economies in key international countries have greatly impacted POINTE PLACE. Due to the declining economies, fewer tourists are traveling internationally which means fewer customers patronizing POINTE PLACE. The last few months have been so slow that many store managers decided to cut store hours or even close a few days a week.

You feel that the shopping center can still be successful without the international tourists. The shopping center is located in a city of 255,000 people. You are certain that with the right marketing plan, the local citizens can be persuaded to visit POINTE PLACE.

You would like the marketing coordinators (participant team) to create a marketing plan that will increase the number of local patrons at POINTE PLACE. The plan should include:

- Marketing strategies/Explanation of strategies
- Target market/secondary market
- Communications channels

The marketing coordinators (participant team) will present their marketing plan to you in a meeting to take place in your office. You will begin the meeting by greeting the marketing coordinators (participant team) and asking to hear about their ideas.

After the marketing coordinators (participant team) have presented the marketing plan you are to ask the following questions of each participant team:

1. Will your marketing plan have any affect on the domestic tourists that visit POINTE PLACE?
2. How can we tell if the marketing plan worked?
3. Do we need to get input from store managers and restaurant managers before we use your ideas?

Once the marketing coordinators (participant team) have answered your questions, you will conclude the meeting by thanking them for their work. You are not to make any comments after the event is over except to thank the participants.

JUDGING THE PRESENTATION

Team members, assuming the role of a management team for the business represented, will analyze a case situation related to the chosen occupational area. The team will make decisions regarding the situation, and then make an oral presentation to the judge. The role of the judge is that of an executive for the business.

Participants will be evaluated according to the Evaluation Form.

Please place the name and identification number label on the Scantron sheet (unless it has already been done for you).

Participants will have a 30-minute preparation period and may make notes to use during the role-play.

During the first 10 minutes of the presentation (after introductions), the team will present their analysis, their decisions and the rationale behind the decisions. Allow the teams to complete this portion without interruption, unless you are asked to respond.

During the next 5 minutes, you may ask questions of the team to determine their understanding of the situation presented. Each member of each team should respond to at least one question. To ensure fairness, you must ask each team the same questions. After asking the standard questions, you may ask other questions for clarification specific to the current team.

After the questioning period, please thank the team and state that they will be notified of your decision soon. Then complete the Evaluation Form, making sure to record a score for all categories. The maximum score for the evaluation is 100 points. The presentation will be weighted at twice (2 times) the value of the exam scores.

A maximum score of “Exceeds Expectations” in any category means that, in your opinion, the information is presented effectively and creatively; nothing more could be expected of an employee.

A “Meets Expectations” rating means that the information is present well. Though there may be a few minor problems or omissions, they are not significant. Creativity, however, is not shown to any great degree. A combined total score of 70 or better on the written and presentation sections will earn the participant team DECA’s Certificate of Excellence at the international conference.

A “Below Expectations” score means that the information presented does not meet minimum standards of acceptability.

A “Little/No Value” score means either that some major flaw has been noted that damages the effectiveness of the presentation (this may be a major omission, a serious misstatement or any other major flaw) or that the information presented is of no value (does not help the presentation at all).

We hope you are impressed by the quality of the work of these potential managers. If you have any suggestions for improving the event, please mention them to your series director.

We thank you for your help.



TRAVEL AND TOURISM TEAM DECISION MAKING, 2016

Participant: _____

Participant: _____

JUDGE'S EVALUATION FORM
SAMPLE SCENARIO 2016

I.D. Number: _____

INSTRUCTIONAL AREA
Marketing

Did the participant team:

		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
PERFORMANCE INDICATORS						
1.	Explain marketing and its importance in a global economy?	0-1-2-3	4-5-6	7-8	9-10	
2.	Describe marketing functions and related activities?	0-1-2-3	4-5-6	7-8	9-10	
3.	Explain factors that impact customer/client/business buying behavior?	0-1-2-3	4-5-6	7-8	9-10	
4.	Identify company's unique selling proposition?	0-1-2-3	4-5-6	7-8	9-10	
5.	Explain the concept of marketing strategies?	0-1-2-3	4-5-6	7-8	9-10	
6.	Explain the role of promotion as a marketing function?	0-1-2-3	4-5-6	7-8	9-10	
7.	Identify communications channels used in sales promotion?	0-1-2-3	4-5-6	7-8	9-10	
21st CENTURY SKILLS						
8.	Reason effectively and use systems thinking?	0-1	2-3	4	5-6	
9.	Make judgments and decisions, and solve problems?	0-1	2-3	4	5-6	
10.	Communicate clearly and show evidence of collaboration?	0-1	2-3	4	5-6	
11.	Show evidence of creativity?	0-1	2-3	4	5-6	
12.	Overall impression and responses to the judge's questions	0-1	2-3	4	5-6	
TOTAL SCORE						