



**CAREER CLUSTER**  
Hospitality and Tourism

**CAREER PATHWAY**  
Lodging

**INSTRUCTIONAL AREA**  
Operations

## **HOTEL AND LODGING 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 15 minutes to make your presentation to the judge (you may have more than one judge).
- 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
- Priorities/time management—the ability to determine priorities and manage time commitments
- Economic competencies

### **SPECIFIC PERFORMANCE INDICATORS**

1. Explain how frequency schedules are determined for public area cleaning.
2. Explain how frequency schedules are determined for guestroom cleaning.
3. Identify potential security issues.
4. Identify potential safety issues.
5. Outline how access to all areas is controlled.

## **CASE STUDY SITUATION**

You are the general manager for BEACHSIDE INN, a brand-new hotel property located on the beach in a popular tourist destination. The property is not affiliated with a chain. Beachside Inn has 200 guestrooms, a swimming pool, hot tub, walkway to beach access, one restaurant, one bar with lounge area and a fitness center. There are four floors, with guestrooms on each floor. There are two elevator banks on each side of the property. Check-in time is at 4:00 PM and check-out time is at 11:00 AM. Quiet hours are maintained on each floor between the hours of 10:00 PM – 6:00 AM.

BEACHSIDE INN opened three months ago, in the off-season, which gave staff time to work out any unforeseen kinks in operations. During the first few months, occupancy averaged at 50%, which is to be expected during the off-season, even with grand opening specials. The majority of guests that visit the tourist destination city do so during the summer months. During those three months, frequency schedules for cleaning the public areas was set for twice a day: once at noon and once at 10:00 PM. Frequency schedules for guestroom cleaning were set at once per day.

The city BEACHSIDE INN is located in is one of the most popular destinations for college students to go for spring break. Due to colleges having different spring break schedules, the season typically runs for the entire month of March. During that month, many beach parties, concerts and festivities are planned weekly to ensure guests have a wonderful time.

The occupancy rate for BEACHSIDE INN is at 100% for the entire month of March. The majority of guests that are arriving from out of town have Sunday arrivals, staying for four nights, with Thursday departures. The Friday and Saturday night gaps have been filled by guests that live closer to the city or locals that want to participate in the spring break fun. Not only has each guestroom been booked, but each guestroom is at the maximum 4-5 person capacity.

## **YOUR CHALLENGE**

With March only one month away, you must devise an operational strategy for the hotel that will ensure safety and security of the hotel property, hotel guests and hotel staff because of the estimated maximum capacity. You must also have plans to keep the hotel clean. The owner of the hotel has asked you to plan the following:

- Frequency schedule for public area cleaning
- Frequency schedule for guestroom cleaning
- Methods to ensure the pool and hot tub are only used by registered guests and do not exceed capacity
- Methods to combat underage drinking
- Potential security issues for property, guests and staff
- Potential safety issues for property, guests and staff
- Issues regarding quiet hours and guest “do not disturb” signs

You will present your strategy to the owner in a meeting to take place in the owner’s office. The owner may be accompanied by additional executives from the property. You will receive 2-3 questions from the judge pertaining to the case situation.



**HOTEL AND LODGING, 2018**

Participant: \_\_\_\_\_

**JUDGE'S EVALUATION FORM**  
ICDC Final

I.D. Number: \_\_\_\_\_

**INSTRUCTIONAL AREA**  
Operations

Did the participant:

		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
<b>PERFORMANCE INDICATORS</b>						
1.	Explain how frequency schedules are determined for public area cleaning?	0-1-2-3	4-5-6-7-8	9-10-11-12	13-14-15	
2.	Explain how frequency schedules are determined for guestroom cleaning?	0-1-2-3	4-5-6-7-8	9-10-11-12	13-14-15	
3.	Identify potential security issues?	0-1-2-3	4-5-6-7-8	9-10-11-12	13-14-15	
4.	Identify potential safety issues?	0-1-2-3	4-5-6-7-8	9-10-11-12	13-14-15	
5.	Outline how access to all areas is controlled?	0-1-2-3	4-5-6-7-8	9-10-11-12	13-14-15	
<b>PRESENTATION</b>						
6.	Demonstrate clarity of expression?	0-1	2-3	4	5	
7.	Organize ideas?	0-1	2-3	4	5	
8.	Show evidence of mature judgment?	0-1	2-3	4	5	
9.	Overall performance: appropriate appearance, poise, confidence, presentation, technique and responses to judge's questions?	0-1-2	3-4-5	6-7-8	9-10	
<b>TOTAL SCORE</b>						