



CAREER CLUSTER

Entrepreneurship

INSTRUCTIONAL AREA

Human Resources Management

**ENTREPRENEURSHIP
TEAM DECISION MAKING EVENT**

PARTICIPANT INSTRUCTIONS

- The event will be presented to you through your reading of the 21st Century Skills, 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). All members of the team must participate in the presentation, as well as answer any questions.
- You will be evaluated on how well you demonstrate the 21st Century Skills and 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 and Collaboration – Communicate clearly and show evidence of collaboration.
- Creativity and Innovation – Show evidence of creativity.

PERFORMANCE INDICATORS

- Describe the nature of human resources management.
- Determine hiring needs.
- Screen job applications/resumes.
- Interview job applicants.
- Train staff.
- Assess employee performance.
- Identify potential safety issues.

CASE STUDY SITUATION

You are to assume the roles of the owners of a soon to open seasonal sweet shop named SWEET BREW. The manager of SWEET BREW (judge) wants your recommendations regarding hiring staff.

SWEET BREW is located in a charming little city that has a large number of summer tourists. SWEET BREW is within walking distance of the public beach. The majority of shops in the small town are seasonal, open from Memorial Day to Labor Day. SWEET BREW will follow suit.

SWEET BREW will serve ice cream, sundaes, milkshakes and other sweet treats along with coffee and other sophisticated coffee drinks. These offerings will allow SWEET BREW to have a steady stream of customers during the operating hours of 8:00AM – 10:00PM daily. SWEET BREW's employee tasks will include using various equipment such as a milkshake machine, high performance espresso machine, bean-to-cup coffee maker, nitro-brew machine and various blenders,

The person you have hired to manage SWEET BREW (judge) wants to begin hiring staff. The manager (judge) wants your recommendations regarding hiring staff. The manager (judge) will make certain a full-time adult employee will be at SWEET BREW from open to close, but is unsure about other part-time staff. The manager (judge) wants your recommendations on the following, keeping in mind that minors in the area are not allowed to work more than a 5-hour shift each day:

- Appropriate shifts (to include 30-minutes prior to opening and 30-minutes past closing)
- Number of part-time staff to have working each shift
- Number of part-time staff to hire
- How to screen applications to identify strong candidates
- Two or three appropriate interview questions
- Training that all employees will need
- Methods to assess employee performance
- Potential safety issues

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

JUDGE INSTRUCTIONS

DIRECTIONS, PROCEDURES AND JUDGE ROLE

In preparation for this event, you should review the following information with your event manager and other judges:

1. Participant Instructions, 21st Century Skills and Performance Indicators
2. Case Study Situation
3. Judge Characterization
Allow the participants to present their ideas without interruption, unless you are asked to respond. 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 team.
4. Judge Evaluation Instructions and Judge Evaluation Form
Please use a critical and consistent eye in rating each participant team.

JUDGE CHARACTERIZATION

You are to assume the role of the manager of a soon to open seasonal sweet shop named SWEET BREW. You want the owners' (participant team's) recommendations regarding hiring staff.

SWEET BREW is located in a charming little city that has a large number of summer tourists. SWEET BREW is within walking distance of the public beach. The majority of shops in the small town are seasonal, open from Memorial Day to Labor Day. SWEET BREW will follow suit.

SWEET BREW will serve ice cream, sundaes, milkshakes and other sweet treats along with coffee and other sophisticated coffee drinks. These offerings will allow SWEET BREW to have a steady stream of customers during the operating hours of 8:00AM – 10:00PM daily. SWEET BREW'S employee tasks will include using various equipment such as a milkshake machine, high performance espresso machine, bean-to-cup coffee maker, nitro-brew machine and various blenders,

You want to begin hiring staff. You want the owners' (participant team's) recommendations regarding hiring staff. You will make certain a full-time adult employee will be at SWEET BREW from open to close, but are unsure about other part-time staff. You want the owners' (participant team's) recommendations on the following, keeping in mind that minors in the area are not allowed to work more than a 5-hour shift each day:

- Appropriate shifts (to include 30-minutes prior to opening and 30-minutes past closing)
- Number of part-time staff to have working each shift
- Number of part-time staff to hire
- How to screen applications to identify strong candidates
- Two or three appropriate interview questions
- Training that all employees will need
- Methods to assess employee performance

- Potential safety issues

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

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

1. Why is it important for us to address all of this information before we start the hiring process?
2. How should we communicate to applicants that we would like them to come in for an interview?

Once the owners (participant team) have presented information and has answered your questions, you will conclude the role-play by thanking the owners (participant team) for the work.

You are not to make any comments after the event is over except to thank the participant.

EVALUATION INSTRUCTIONS

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 demonstrated by the participants, those listed in the Performance Indicators section are the critical ones you are measuring for this particular event. The maximum score for the evaluation is 100 points. The presentation will be weighted twice (2 times) the value of the exam scores.

Evaluation Form Interpretation

The evaluation levels listed below and the evaluation rating procedures should be discussed thoroughly with your event director and the other judges to ensure complete and common understanding for judging consistency.

Level of Evaluation	Interpretation Level
Exceeds Expectations	Participants 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	Participants 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	Participants 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	Participants demonstrated the performance indicator with little or no effectiveness; a great deal of formal training would be needed immediately; perhaps the participants should seek other employment; would rank in the 0-49 th percentile of business personnel performing this performance indicator.



**ENTREPRENEURSHIP TEAM DECISION MAKING
2021**

JUDGE'S EVALUATION FORM
DISTRICT EVENT - VIRTUAL

Participant: _____

INSTRUCTIONAL AREA:
Human Resources Management

Participant: _____

ID Number: _____

Did the participant team:

		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
PERFORMANCE INDICATORS						
1.	Describe the nature of human resources management?	0-1-2-3	4-5-6	7-8	9-10	
2.	Determine hiring needs?	0-1-2-3	4-5-6	7-8	9-10	
3.	Screen job applications/resumes?	0-1-2-3	4-5-6	7-8	9-10	
4.	Interview job applicants?	0-1-2-3	4-5-6	7-8	9-10	
5.	Train staff?	0-1-2-3	4-5-6	7-8	9-10	
6.	Assess employee performance?	0-1-2-3	4-5-6	7-8	9-10	
7.	Identify potential safety issues?	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						