



CAREER CLUSTER
Hospitality and Tourism

CAREER PATHWAY
Lodging

INSTRUCTIONAL AREA
Operations

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 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 – Communicate clearly.
- Creativity and Innovation – Show evidence of creativity.

PERFORMANCE INDICATORS

- Discuss the role of ethics in operations.
- Follow safety precautions.
- Explain hotel security considerations.
- Explain reasons for ethical dilemmas.
- Take responsibility for decisions and actions.

EVENT SITUATION

You are to assume the role of the general manager at CENTER CITY HOTEL, a 100-room hotel property located near a city's convention center. A member of your front desk team has asked you to speak with a youth volleyball coach (judge) that has a room block that includes 20 youth volleyball players and four adults regarding an unusual request.

The youth volleyball coach (judge) has just checked-in a group of youth and adults to CENTER CITY HOTEL that will be staying for four nights. The youth volleyball team will be participating at a district volleyball event at the convention center, along with many other youth volleyball teams. The teams range in age from 10 -16 years old.

The coach (judge) asked the front desk worker for permission to hang fun, supportive signs on the guest room doors of the team members. The signs are shaped like volleyballs and list the team members' first names, position number, team name and a supportive phrase such as, "You can do it!" or "We got this!" The front desk worker was not sure how to respond to the request so has asked you to make a decision.

There are no official rules or policies in place at CENTER CITY HOTEL that allow or do not allow guests to hang signs on guest room doors. You must make a decision regarding the volleyball coach's (judge's) request based on ethics, security and safety considerations and deliver the message to the coach (judge).

You will provide an answer with reasoning to the youth volleyball coach (judge) in a role-play to take place at the front desk. The coach (judge) will begin the role-play by greeting you and asking to hear your answer. After you have provided a decision with reasoning and have answered the coach's (judge's) questions, the coach (judge) will conclude the role-play 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. Event Situation
3. Judge Role-Play 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.
4. Judge Evaluation Instructions and Judge Evaluation Form
Please use a critical and consistent eye in rating each participant.

JUDGE ROLE-PLAY CHARACTERIZATION

You are to assume the role of a youth volleyball coach that is a guest at CENTER CITY HOTEL, a 100-room hotel property located near a city's convention center. You have just checked in 20 youth volleyball players and four adults and have asked the front desk worker a question. Since the front desk worker cannot answer the question, the general manager (participant) will meet with you to answer your request.

You have just checked-in a group of youth and adults to CENTER CITY HOTEL that will be staying for four nights. The youth volleyball team will be participating at a district volleyball event at the convention center, along with many other youth volleyball teams. The teams range in age from 10 -16 years old.

You asked the front desk worker for permission to hang fun, supportive signs on the guest room doors of the team members. The signs are shaped like volleyballs and list the team members' first names, position number, team name and a supportive phrase such as, "You can do it!" or "We got this!" The front desk worker was not sure how to respond to the request so has asked the general manager (participant) to make a decision.

There are no official rules or policies in place at CENTER CITY HOTEL that allow or do not allow guests to hang signs on guest room doors. The general manager (participant) must make a decision regarding your request based on ethics, security and safety considerations and deliver the message.

The participant will present information to you in a role-play to take place at the front desk. 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. Other hotels have let us do what we want, so why is this hotel different?
2. Is there any other way your hotel might show support for our team during our stay?

Once the general manager (participant) has presented information 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.

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.

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	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 MANAGEMENT SERIES
2021**

**JUDGE'S EVALUATION FORM
DISTRICT EVENT #1 - VIRTUAL**

Participant: _____

ID Number: _____

**INSTRUCTIONAL AREA:
Operations**

Did the participant:		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
PERFORMANCE INDICATORS						
1.	Discuss the role of ethics in operations?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
2.	Follow safety precautions?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
3.	Explain hotel security considerations?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
4.	Explain reasons for ethical dilemmas?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
5.	Take responsibility for decisions and actions?	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						