



**CAREER CLUSTER**  
Hospitality and Tourism

**INSTRUCTIONAL AREA**  
Economics

## **PRINCIPLES OF HOSPITALITY AND TOURISM EVENT**

### **PARTICIPANT INSTRUCTIONS**

#### **PROCEDURES**

1. The event will be presented to you through your reading of these instructions, including the Performance Indicators and Event Situation. You will have up to 10 minutes to review this information to determine how you will handle the role-play situation and demonstrate the performance indicators of this event. During the preparation period, you may make notes to use during the role-play situation.
2. You will have up to 10 minutes to role-play your situation with a judge (you may have more than one judge).
3. You will be evaluated on how well you meet the performance indicators of this event.
4. Turn in all your notes and event materials when you have completed the role-play.

#### **PERFORMANCE INDICATORS**

1. Explain the role of business in society.
2. Distinguish between economic goods and services.
3. Explain the principles of supply and demand.
4. Describe the function of prices in markets.



## **INTERVIEW SITUATION**

You are to assume the role of candidate for a position at the front desk of TOP HOTEL, a hotel property located on the beachfront of a busy vacation town. You have submitted your résumé and have been invited in for a personal interview with the general manager (judge). This interview will be used to measure your knowledge of economics. The general manager (judge) wants to make sure you understand how economics affects the hotel's occupancy rate and profits.

TOP HOTEL is a large property located on the beachfront. There are twenty-five other hotels located on the strip of beachfront. All of the hotel properties differ in price, amenities, services and style. The general manager (judge) wants you to explain your knowledge and understanding of how supply and demand affects the occupancy rate and profits the hotel makes, along with the other performance indicators listed on the first page of this event.

The interview will take place in the general manager's (judge's) office. The manager (judge) will begin the interview by greeting you and asking you to explain your knowledge and understanding of economics. Your presentation must also include the additional performance indicators listed on the first page of this event. Following your explanation, the manager (judge) will ask you to respond to additional questions.

## 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. Performance Indicators
3. Interview Situation
4. Judge Situation 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 SITUATION CHARACTERIZATION

You are to assume the role of general manager at TOP HOTEL, a hotel property located on the beachfront of a busy vacation town. The candidate (participant) is applying for a position working at the hotel's front desk. The candidate (participant) has submitted a résumé and has been invited in for a personal interview with you. This interview will be used to measure the candidate's (participant's) knowledge of the importance of economics. You want to make sure the candidate (participant) understands how economics affects the hotel's occupancy rate and profits.

TOP HOTEL is a large property located on the beachfront. There are twenty-five other hotels located on the strip of beachfront. All of the hotel properties differ in price, amenities, services and style. You want the candidate (participant) to explain his/her knowledge and understanding of how supply and demand affects the occupancy rate and profits the hotel makes, along with the other performance indicators listed on the first page of this event.

The interview will take place in your office. You will begin the interview by greeting the candidate (participant) and asking to hear the candidate's (participant's) knowledge and understanding of economics. The candidate (participant) must also include the additional performance indicators listed on the first page of this event.

Following the candidate's (participant's) explanation, you are to ask the following questions of each participant:

1. What time of year would demand be low for a beachfront hotel?
2. How would we adjust our pricing for when demand is low?

Once the candidate (participant) has answered your questions, you will conclude the meeting by thanking the candidate (participant) for the work.

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

*Answers will vary but should demonstrate a basic understanding of the concepts.*

## 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.

<b>Level of Evaluation</b>	<b>Interpretation Level</b>
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 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> percentile of business personnel performing this performance indicator.



**PRINCIPLES OF HOSPITALITY AND  
TOURISM, 2015**

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

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

**JUDGE'S EVALUATION FORM  
SAMPLE SCENARIO 2015**

**INSTRUCTIONAL AREA  
Economics**

Did the participant:

Did the participant:		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
<b>PERFORMANCE INDICATORS</b>						
1.	Explain the role of business in society?	0-1-2-3-4-5-6	7-8-9-10-11	12-13-14-15-16	17-18-19-20	
2.	Distinguish between economic goods and services?	0-1-2-3-4-5-6	7-8-9-10-11	12-13-14-15-16	17-18-19-20	
3.	Explain the principles of supply and demand?	0-1-2-3-4-5-6	7-8-9-10-11	12-13-14-15-16	17-18-19-20	
4.	Describe the function of prices in markets?	0-1-2-3-4-5-6	7-8-9-10-11	12-13-14-15-16	17-18-19-20	
5.	Overall impression and responses to the judge's questions	0-1-2-3-4-5-6	7-8-9-10-11	12-13-14-15-16	17-18-19-20	
<b>TOTAL SCORE</b>						