



CAREER CLUSTER
Hospitality and Tourism

INSTRUCTIONAL AREA
Professional Development

PRINCIPLES OF HOSPITALITY AND TOURISM 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 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.
- Communication– Communicate clearly.
- Creativity and Innovation – Show evidence of creativity.

PERFORMANCE INDICATORS

1. Describe techniques for obtaining work experience.
2. Explain the need for ongoing education as a worker.
3. Explain possible advancement patterns for jobs.
4. Identify sources of career information.

EVENT SITUATION

You are to assume the role of a front desk employee at ANDERSON SUITES, a full-service hotel with an attached conference center. A new front desk employee (judge) has asked you to explain career opportunities in the hotel and how to become fully qualified for advancement.

ANDERSON SUITES has 500 guest rooms, two restaurants, a snack bar, a lounge, swimming pool, hot tub, fitness center, concierge and a conference center that is able to accommodate large meetings and special events. The conference center is most commonly used for wedding receptions and business meetings.

The new front desk employee (judge) is a college freshman and is excited about a career in the hotel industry. Since you have been working at ANDERSON SUITES for awhile, the new employee (judge) has asked you to explain the different types of positions available at a hotel and what qualifications are needed to advance in the industry.

You will explain career opportunities and qualifications to the new employee (judge) in a role-play to take place at the front desk. The new employee (judge) will begin the role-play by asking you about positions at the hotel. After you have given the new employee (judge) an explanation and have answered the employee's (judge's) questions, the new employee (judge) will conclude the role-play by thanking you for your work.

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. 21st Century Skills and Performance Indicators
3. Event 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 a new front desk employee at ANDERSON SUITES, a full-service hotel with an attached conference center. You have asked another front desk employee (participant) to explain career opportunities in the hotel and how to become fully qualified for advancement.

ANDERSON SUITES has 500 guest rooms, two restaurants, a snack bar, a lounge, swimming pool, hot tub, fitness center, concierge and a conference center that is able to accommodate large meetings and special events. The conference center is most commonly used for wedding receptions and business meetings.

You are a college freshman and are excited about a career in the hotel industry. Since the other front desk employee (participant) has been working at ANDERSON SUITES for awhile, you have asked the employee (participant) to explain the different types of positions available at a hotel and what qualifications are needed to advance in the industry.

The front desk employee (participant) will explain the different positions available at the hotel with you in a role-play to take place at the front desk. You will begin the role-play by asking about the different positions. During the course of the role-play you are to ask the following questions of each participant:

1. What personality traits are important for working in the hotel industry?
2. Why are work hours at a hotel different from a normal 9am-5pm job?

After the front desk employee (participant) has given you descriptions and has answered your questions, you will conclude the role-play by thanking the front desk employee (participant).

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.

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.



**PRINCIPLES OF HOSPITALITY AND TOURISM,
2017**

Participant: _____

I.D. Number: _____

**JUDGE'S EVALUATION FORM
SAMPLE**

**INSTRUCTIONAL AREA
Professional Development**

Did the participant:

		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
PERFORMANCE INDICATORS						
1.	Describe techniques for obtaining work experience?	0-1-2-3-4-5	6-7-8-9-10	11-12-13-14	15-16-17-18	
2.	Explain the need for ongoing education as a worker?	0-1-2-3-4-5	6-7-8-9-10	11-12-13-14	15-16-17-18	
3.	Explain possible advancement patterns for jobs?	0-1-2-3-4-5	6-7-8-9-10	11-12-13-14	15-16-17-18	
4.	Identify sources of career information?	0-1-2-3-4-5	6-7-8-9-10	11-12-13-14	15-16-17-18	
21st CENTURY SKILLS						
5.	Reason effectively and use systems thinking?	0-1	2-3	4-5	6-7	
6.	Communicate clearly?	0-1	2-3	4-5	6-7	
7.	Show evidence of creativity?	0-1	2-3	4-5	6-7	
8.	Overall impression and responses to the judge's questions	0-1	2-3	4-5	6-7	
TOTAL SCORE						