



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

- Describe the purpose of guest relations.
- Explain hotel security considerations.
- Explain information privacy, security, and confidentiality considerations in business.
- Coordinate activities with those of other departments.
- Explain ethical considerations in providing information.

EVENT SITUATION

You are to assume the role of the general manager of CASA BY THE SEA, an independently owned and operated hotel property on the waterfront. The owner (judge) needs you to help identify additional tasks and measures that need to be in place to accommodate celebrity guests.

A popular female recording artist has been featured in the media relentlessly in the past month due to speculation that she is dating a famous athlete. While the rumors have not been verified, the owner of CASA BY THE SEA (judge) has just received confirmation from the recording artist's management team. The recording artist and her athlete boyfriend want to book the penthouse suite at CASA BY THE SEA for three nights. It is important to all involved that their stay is discreet since the last time it was leaked which hotel the singer was staying at hundreds of fans swarmed the lobby and exterior.

The couple has requested the following for the three-night stay:

- Three breakfasts and three dinners from the hotel restaurant served in guest suite
- Couples massage at the hotel spa
- Limited housekeeping: daily trash removal and fresh towels only
- Security

The owner (judge) needs you to identify which departments and staff within the hotel need to be informed of the famous guests, extra privacy and security the hotel can provide for the guests and considerations for all-around hotel security if the public finds out the famous couple are guests.

You will present your operations recommendations to the owner (judge) in a role-play to take place in the owner's (judge's) office. The owner (judge) will begin the role-play by greeting you and asking to hear about your plan. After you have presented ideas and have answered the owner's (judge's) questions, the owner (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 the owner of CASA BY THE SEA, an independently owned and operated hotel property on the waterfront. You need the general manager (participant) to help identify additional tasks and measures that need to be in place to accommodate celebrity guests.

A popular female recording artist has been featured in the media relentlessly in the past month due to speculation that she is dating a famous athlete. While the rumors have not been verified, you have just received confirmation from the recording artist's management team. The recording artist and her athlete boyfriend want to book the penthouse suite at CASA BY THE SEA for three nights. It is important to all involved that their stay is discreet since the last time it was leaked which hotel the singer was staying at hundreds of fans swarmed the lobby and exterior.

The couple has requested the following for the three-night stay:

- Three breakfasts and three dinners from the hotel restaurant served in guest suite
- Couples massage at the hotel spa
- Limited housekeeping: daily trash removal and fresh towels only
- Security

You need the general manager (participant) to identify which departments and staff within the hotel need to be informed of the famous guests, extra privacy and security the hotel can provide for the guests and considerations for all-around hotel security if the public finds out the famous couple are guests.

The participant 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 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. How should we handle check-in for them?
2. How can we make sure the staff that is in contact with the couple acts professionally?

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 2024

JUDGE'S EVALUATION FORM ASSOCIATION EVENT 2

Participant: _____

ID Number: _____

INSTRUCTIONAL AREA: Operations

Did the participant:		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
PERFORMANCE INDICATORS						
1.	Describe the purpose of guest relations?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
2.	Explain hotel security considerations?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
3.	Explain information privacy, security, and confidentiality considerations in business?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
4.	Coordinate activities with those of other departments?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
5.	Explain ethical considerations in providing information?	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						