



CAREER CLUSTER
Hospitality and Tourism

INSTRUCTIONAL AREA
Emotional Intelligence

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

PERFORMANCE INDICATORS

- Coach others.
- Respect the privacy of others.
- Show empathy for others.
- Explain the nature of effective communications.

EVENT SITUATION

You are to assume the role of the front desk manager at HOTEL TRANQUIL, a full-service hotel. The new front desk employee (judge) has asked you how to respond if a guest's credit card is declined when running it for incidentals at check-in.

HOTEL TRANQUIL, like most other lodging properties, requires guests to present a credit card upon check-in for any incidental expenses. The credit card is a safeguard against any room charges at the hotel restaurant, deliveries, parking or other special services. A hold of \$50.00/night is placed on the credit card upon check-in. Once the guest has checked-out and no incidental expenses have accrued, the hold is released from the credit card.

The new front desk employee (judge) has asked you how to respond to a guest if the credit card presented for incidentals is declined.

You will coach the new front desk employee (judge) on how to respond to a guest in a role-play to take place at the front desk. The new front desk manager (judge) will begin the role-play by greeting you and asking to hear your explanation. After you have coached and answered the new employee's (judge's) questions, the new front desk employee (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. Procedures, 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 new front desk employee at HOTEL TRANQUIL, a full-service hotel. You have asked the front desk manager (participant) how to respond if a guest's credit card is declined when running it for incidentals at check-in.

HOTEL TRANQUIL, like most other lodging properties, requires guests to present a credit card upon check-in for any incidental expenses. The credit card is a safeguard against any room charges at the hotel restaurant, deliveries, parking or other special services. A hold of \$50.00/night is placed on the credit card upon check-in. Once the guest has checked-out and no incidental expenses have accrued, the hold is released from the credit card.

You have asked the front desk manager (participant) how to respond to a guest if the credit card presented for incidentals is declined.

The participant will present information to you in a role-play to take place in 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. How can I make sure the guest feels like a valued customer throughout the process?
2. At what point do I need to involve a manager?

After the front desk manager (participant) has presented information and has answered your questions, you will conclude the role-play by thanking the front desk 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.



PRINCIPLES OF HOSPITALITY AND TOURISM 2024

JUDGE'S EVALUATION FORM ASSOCIATION EVENT 1

Participant: _____

ID Number: _____

INSTRUCTIONAL AREA: Emotional Intelligence

Did the participant:		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
PERFORMANCE INDICATORS						
1.	Coach others?	0-1-2-3-4-5	6-7-8-9-10	11-12-13-14	15-16-17-18	
2.	Respect the privacy of others?	0-1-2-3-4-5	6-7-8-9-10	11-12-13-14	15-16-17-18	
3.	Show empathy for others?	0-1-2-3-4-5	6-7-8-9-10	11-12-13-14	15-16-17-18	
4.	Explain the nature of effective communications?	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						