

Category	Normal score	International %ile	low	mid	high
Comprehensive Exam	87	86	<div></div>	<div></div>	<div></div>
Preliminary Oral Presentation	50	16	<div></div>	<div></div>	
Overall	137	22	<div></div>	<div></div>	<div></div>



**Student:** Amy Zhao  
**School:** Dr. Norman Bethune CI  
**Association:** Ontario  
**Competitive Event:** Hospitality and Tourism Professional Selling

Comprehensive Exam Hospitality and Tourism Career Cluster Exam					
	Raw Score	ON %ile	Intl %ile	low	mid high
Business Law	100	100	100	<div></div>	<div></div>
Communication Skills	60	33	50	<div></div>	<div></div>
Customer Relations	83	100	75	<div></div>	<div></div>
Economics	83	80	85	<div></div>	<div></div>
Emotional Intelligence	100	100	100	<div></div>	<div></div>
Financial Analysis	87	50	83	<div></div>	<div></div>
Human Resources Management	100	100	100	<div></div>	<div></div>
Information Management	86	80	88	<div></div>	<div></div>
Market Planning	100	100	100	<div></div>	<div></div>
Marketing	100	100	100	<div></div>	<div></div>
Operations	92	66	85	<div></div>	<div></div>
Pricing	100	100	100	<div></div>	<div></div>
Product/Service Management	75	50	60	<div></div>	<div></div>
Professional Development	100	100	100	<div></div>	<div></div>
Promotion	100	100	100	<div></div>	<div></div>
Quality Management	0	50	50		
Risk Management	100	100	100	<div></div>	<div></div>
Selling	75	50	75	<div></div>	<div></div>

Preliminary Oral Presentation Hospitality & Tourism Professional Selling Preliminary Presentation				
	Met Prof	Intl %ile	NV	BE ME EE
1. Presented an effective and engaging opening		34	<div></div>	<div></div>
2. Established relationship with customer/client		27	<div></div>	<div></div>
3. Communicated understanding of customer/client needs		26	<div></div>	<div></div>
4. Facilitated customer/client buying decisions		23	<div></div>	<div></div>
5. Recommended specific product(s)/service(s)/action(s)		24	<div></div>	<div></div>
6. Demonstrated or explained product(s)/service(s)/action(s)		44	<div></div>	<div></div>
7. Properly stated features and benefits of product(s)/service(s)/action(s)	✓	51	<div></div>	<div></div>
8. Prescribed solution to customer/client needs		42	<div></div>	<div></div>
9. Effectively answered customer/client questions and concerns		47	<div></div>	<div></div>
10. Effectively closed the sale or ended the consultation		24	<div></div>	<div></div>
11. The presentation was well-organized and clearly presented; used professional grammar and vocabulary; voice conveyed proper volume, enthusiasm, enunciation and pronunciation	✓	65	<div></div>	<div></div>
12. Professional appearance, poise and confidence	✓	66	<div></div>	<div></div>
13. Overall general impression		39	<div></div>	<div></div>

Key: NED = Not enough data, NV = No value, BE = Below Expectations, ME = Meets Expectations, EE = Exceeds Expectations

Met Prof = If this box is checked, the judge felt that the student possessed enough knowledge and skill to be employed in an entry-level position in the career area.