

Category	Normal score	International %ile	low	mid	high
Comprehensive Exam	88	87	<div></div>	<div></div>	<div></div>
Preliminary Role-play #1	94	92	<div></div>	<div></div>	<div></div>
Preliminary Role-play #2	97	96	<div></div>	<div></div>	<div></div>
Final Role-play	52	23	<div></div>	<div></div>	
Overall	279	96	<div></div>	<div></div>	<div></div>



Student: Celina Chen
School: Bayview SS
Association: Ontario
Competitive Event: Restaurant and Food Service Management Series

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	80	50	75	<div></div>	<div></div>
Customer Relations	75	33	62	<div></div>	<div></div>
Economics	83	100	85	<div></div>	<div></div>
Emotional Intelligence	100	100	100	<div></div>	<div></div>
Financial Analysis	87	66	80	<div></div>	<div></div>
Human Resources Management	100	100	100	<div></div>	<div></div>
Information Management	80	50	80	<div></div>	<div></div>
Market Planning	100	100	100	<div></div>	<div></div>
Marketing	100	100	100	<div></div>	<div></div>
Operations	100	100	100	<div></div>	<div></div>
Pricing	100	100	100	<div></div>	<div></div>
Product/Service Management	87	66	85	<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 Role-play #1 Economics				
	Met Prof	Intl %ile	NV	BE ME EE
1. Demonstrate awareness of capabilities and limitations of the operation?	✓	92	<div></div>	<div></div>
2. Describe factors that affect the business environment?	✓	100	<div></div>	<div></div>
3. Identify factors affecting a business's profit?	✓	100	<div></div>	<div></div>
4. Determine factors affecting business risk?	✓	100	<div></div>	<div></div>
5. Explain the nature of corporate branding?	✓	100	<div></div>	<div></div>
6. Reason effectively and use systems thinking?	✓	100	<div></div>	<div></div>
7. Make judgments and decisions, and solve problems?	✓	100	<div></div>	<div></div>
8. Communicate clearly?	✓	100	<div></div>	<div></div>
9. Show evidence of creativity?	✓	97	<div></div>	<div></div>
10. Overall impression and responses to the judge's questions	✓	81	<div></div>	<div></div>

Final Role-play Promotion				
	Met Prof	Intl %ile	NV	BE ME EE
1. Explain the role of promotion as a marketing function?		62	<div></div>	<div></div>
2. Describe the concept of promotion in the hospitality and tourism industry?		66	<div></div>	<div></div>
3. Explain promotional methods used by the hospitality and tourism industry?		57	<div></div>	<div></div>
4. Develop promotional materials?		28	<div></div>	<div></div>
5. Create methods to market materials?		28	<div></div>	<div></div>
6. Reason effectively and use systems thinking?		75	<div></div>	<div></div>
7. Make judgments and decisions, and solve problems?		33	<div></div>	<div></div>
8. Communicate clearly?		25	<div></div>	<div></div>
9. Show evidence of creativity?		25	<div></div>	<div></div>
10. Overall impression and responses to the judge's questions		33	<div></div>	<div></div>

Preliminary Role-play #2 Product/Service Management				
	Met Prof	Intl %ile	NV	BE ME EE
1. Describe services offered by the hospitality and tourism industry?	✓	96	<div></div>	<div></div>
2. Explain the nature of product extensions in the hospitality and tourism industry?	✓	92	<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.

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Preliminary Role-play #2 Product/Service Management					
	Met Prof	Intl %ile	NV	BE	ME EE
3. Communicate core value of product/service?	✓	84	<div></div>	<div></div>	<div></div>
4. Differentiate between offering services and offering products in hospitality and tourism?	✓	86	<div></div>	<div></div>	<div></div>
5. Demonstrate awareness of operational needs?	✓	83	<div></div>	<div></div>	<div></div>
6. Reason effectively and use systems thinking?		33	<div></div>	<div></div>	<div></div>
7. Make judgments and decisions, and solve problems?		51	<div></div>	<div></div>	<div></div>
8. Communicate clearly?	✓	88	<div></div>	<div></div>	<div></div>
9. Show evidence of creativity?	✓	86	<div></div>	<div></div>	<div></div>
10. Overall impression and responses to the judge's questions	✓	100	<div></div>	<div></div>	<div></div>

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