

Category	Normal score	International %ile	low	mid	high
Comprehensive Exam	88	87	<div></div>	<div></div>	<div></div>
Preliminary Role-play #1	93	86	<div></div>	<div></div>	<div></div>
Preliminary Role-play #2	83	70	<div></div>	<div></div>	<div></div>
Final Role-play	81	73	<div></div>	<div></div>	<div></div>
Overall	264	87	<div></div>	<div></div>	<div></div>



Student:	Daniella Serrador
School:	Port Credit SS
Association:	Ontario
Competitive Event:	Quick Serve Restaurant 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	100	80	<div></div>	<div></div>
Customer Relations	91	100	88	<div></div>	<div></div>
Economics	83	66	85	<div></div>	<div></div>
Emotional Intelligence	100	100	100	<div></div>	<div></div>
Financial Analysis	87	100	83	<div></div>	<div></div>
Human Resources Management	100	100	100	<div></div>	<div></div>
Information Management	80	50	76	<div></div>	<div></div>
Market Planning	100	100	100	<div></div>	<div></div>
Marketing	100	100	100	<div></div>	<div></div>
Operations	85	33	81	<div></div>	<div></div>
Pricing	100	100	100	<div></div>	<div></div>
Product/Service Management	87	100	85	<div></div>	<div></div>
Professional Development	85	50	85	<div></div>	<div></div>
Promotion	100	100	100	<div></div>	<div></div>
Quality Management	100	100	100	<div></div>	<div></div>
Risk Management	100	100	100	<div></div>	<div></div>
Selling	75	100	80	<div></div>	<div></div>

Preliminary Role-play #1 Marketing				
	Met Prof	Intl %ile	NV	BE ME EE
1. Determine menu pricing?	✓	100	<div></div>	<div></div>
2. Explain the role of promotion as a marketing function?	✓	87	<div></div>	<div></div>
3. Describe marketing functions and related activities?	✓	100	<div></div>	<div></div>
4. Explain factors that influence customer/client/business buying behavior?	✓	79	<div></div>	<div></div>
5. Demonstrate connections between company actions and results?	✓	100	<div></div>	<div></div>
6. Reason effectively and use systems thinking?	✓	90	<div></div>	<div></div>
7. Make judgments and decisions, and solve problems?	✓	82	<div></div>	<div></div>
8. Communicate clearly?	✓	100	<div></div>	<div></div>
9. Show evidence of creativity?		50	<div></div>	<div></div>
10. Overall impression and responses to the judge's questions	✓	86	<div></div>	<div></div>

Final Role-play Economics				
	Met Prof	Intl %ile	NV	BE ME EE
1. Demonstrate awareness of capabilities and limitations of the operation?	✓	62	<div></div>	<div></div>
2. Determine factors affecting business risk?	✓	77	<div></div>	<div></div>
3. Describe factors that affect the business environment?	✓	75	<div></div>	<div></div>
4. Identify factors affecting a business's profit?	✓	77	<div></div>	<div></div>
5. Explain the concept of competition?	✓	77	<div></div>	<div></div>
6. Reason effectively and use systems thinking?	✓	75	<div></div>	<div></div>
7. Make judgments and decisions, and solve problems?	✓	80	<div></div>	<div></div>
8. Communicate clearly?		33	<div></div>	<div></div>
9. Show evidence of creativity?		40	<div></div>	<div></div>
10. Overall impression and responses to the judge's questions	✓	80	<div></div>	<div></div>

Preliminary Role-play #2 Emotional Intelligence				
	Met Prof	Intl %ile	NV	BE ME EE
1. Use social media to solicit new ideas and solutions?		34	<div></div>	<div></div>
2. Explain the nature of effective communications?	✓	80	<div></div>	<div></div>
3. Recognize/Reward others for their efforts and contributions?	✓	57	<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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Student: Daniella Serrador
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Association: Ontario
Competitive Event: Quick Serve Restaurant Management Series

Preliminary Role-play #2 Emotional Intelligence					
	Met Prof	Intl %ile	NV	BE	ME EE
4. Explain promotional methods used by the hospitality and tourism industry?	✓	70	<div></div>	<div></div>	<div></div>
5. Create methods to market materials?		36	<div></div>	<div></div>	<div></div>
6. Reason effectively and use systems thinking?		65	<div></div>	<div></div>	<div></div>
7. Make judgments and decisions, and solve problems?		33	<div></div>	<div></div>	<div></div>
8. Communicate clearly?		55	<div></div>	<div></div>	<div></div>
9. Show evidence of creativity?		66	<div></div>	<div></div>	<div></div>
10. Overall impression and responses to the judge's questions	✓	84	<div></div>	<div></div>	<div></div>

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