Category	Normal score	International %ile	low	mid	high
Comprehensive Exam	82	43			
Preliminary Case Study	95	92			
Overall	177	51			

DECA™
2018 International Career Development Conference

Student: Rithvik Swamynathan
School: University of Toronto Schools
Association: Ontario
Competitive Event: Hospitality Services Team Decision Making

Comprehensive Exam
Hospitality and Tourism Career Cluster Exam

	Raw Score	ON %ile	Intl %ile	low mid high
Business Law	100	100	100	
Communication Skills	100	100	100	
Customer Relations	58	20	54	
Economics	66	50	71	
Emotional Intelligence	88	66	85	
Financial Analysis	75	33	75	
Human Resources Management	100	100	100	
Information Management	73	57	69	
Market Planning	100	100	100	
Marketing	100	100	100	
Operations	85	50	81	
Pricing	100	100	100	
Product/Service Management	100	100	100	
Professional Development	85	75	87	
Promotion	100	100	100	
Quality Management	100	100	100	
Risk Management	100	100	100	
Selling	75	50	80	

Preliminary Case Study
Customer Relations

	Met Prof	Intl %ile	NV BE ME EE
1. Identify a company's brand promise?	✓	100	
2. Differentiate between offering services and offering products in hospitality and tourism?	✓	88	
3. Identify factors associated with positive customer experiences?	✓	87	
4. Anticipate unspoken customer needs?	✓	100	
5. Explain factors that motivate people to choose a hospitality and tourism site?	✓	88	
6. Explain the nature of product/service branding?	✓	100	
7. Explain the concept of market and market identification?	✓	90	
8. Reason effectively and use systems thinking?	✓	100	
9. Make judgments and decisions, and solve problems?	✓	100	
10. Communicate clearly and show evidence of collaboration?	✓	100	
11. Show evidence of creativity?	✓	100	
12. Overall impression and responses to the judge's questions	✓	80	

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.