

Category	Normal score	International %ile	low	mid	high
Comprehensive Exam	77	36	<div></div>	<div></div>	<div></div>
Preliminary Case Study	33	5	<div></div>		
Overall	110	5	<div></div>	<div></div>	



Student: Valerie Ngai
School: AY Jackson SS
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	66	66	75	<div></div>	
Communication Skills	40	25	40	<div></div>	
Customer Relations	83	80	81	<div></div>	
Economics	83	75	85	<div></div>	
Emotional Intelligence	88	66	85	<div></div>	
Financial Analysis	87	66	87	<div></div>	
Human Resources Management	100	100	100	<div></div>	
Information Management	53	14	46	<div></div>	
Market Planning	100	100	100	<div></div>	
Marketing	50	50	66	<div></div>	
Operations	85	50	81	<div></div>	
Pricing	100	100	100	<div></div>	
Product/Service Management	75	33	77	<div></div>	
Professional Development	100	100	100	<div></div>	
Promotion	100	100	100	<div></div>	
Quality Management	0	50	50		
Risk Management	100	100	100	<div></div>	
Selling	75	50	80	<div></div>	

Preliminary Case Study Customer Relations					
	Met Prof	Intl %ile	NV	BE	ME EE
1. Identify a company's brand promise?		33	<div></div>		
2. Differentiate between offering services and offering products in hospitality and tourism?		33	<div></div>		
3. Identify factors associated with positive customer experiences?		12	<div></div>		
4. Anticipate unspoken customer needs?		11	<div></div>		
5. Explain factors that motivate people to choose a hospitality and tourism site?		11	<div></div>		
6. Explain the nature of product/service branding?		22	<div></div>		
7. Explain the concept of market and market identification?		10	<div></div>		
8. Reason effectively and use systems thinking?		50	<div></div>		
9. Make judgments and decisions, and solve problems?		33	<div></div>		
10. Communicate clearly and show evidence of collaboration?		50	<div></div>		
11. Show evidence of creativity?		50	<div></div>		
12. Overall impression and responses to the judge's questions		60	<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.