



CAREER CLUSTER
Hospitality and Tourism

CAREER PATHWAY
Restaurant Management

INSTRUCTIONAL AREA
Operations

QUICK SERVE RESTAURANT MANAGEMENT SERIES EVENT

PARTICIPANT INSTRUCTIONS

- The event will be presented to you through your reading of the 21st Century Skills, Performance Indicators and Event Situation. You will have up to 10 minutes to review this information and prepare your presentation. You may make notes to use during your presentation.
- You will have up to 10 minutes to make your presentation to the judge (you may have more than one judge).
- You will be evaluated on how well you demonstrate the 21st Century Skills and meet the performance indicators of this event.
- Turn in all of your notes and event materials when you have completed the event.

21st CENTURY SKILLS

- Critical Thinking – Reason effectively and use systems thinking.
- Problem Solving – Make judgments and decisions and solve problems.
- Communication – Communicate clearly.
- Creativity and Innovation – Show evidence of creativity.

PERFORMANCE INDICATORS

- Orient new employees.
- Describe health and safety regulations in business.
- Discuss the role of personal hygiene in food safety.
- Identify personal health conditions that affect food safety.
- Use proper work attire.

EVENT SITUATION

You are to assume the role of the assistant manager for SUB SHOP, a quick serve restaurant chain featuring customizable sub sandwiches. The general manager (judge) wants you to outline the importance of employees' personal hygiene in food safety during new employee orientation.

SUB SHOP allows customers to choose which meats, cheeses, toppings, seasonings and dressings to be added to six inch or footlong sandwiches. Employees create the sandwich based on the customer's choices and either plate it for dine-in or wrap it for to-go orders.

All employees are required to wear hair nets and SUB SHOP visors. Employees must also wear plastic gloves while building sandwiches and must change gloves for each order. In addition, all SUB SHOP employees must wear a branded full-length apron that covers the employee shirt and pants.

The employee handbook states that all employees must arrive to work clean and in good health. It also states that employees should cough and sneeze into their arm and immediately wash their hands and change into a fresh pair of gloves.

The general manager (judge) wants you to prepare an outline for new employee orientation that emphasizes the importance of personal health and hygiene in food safety and why the handbook rules are important.

You will present the outline to the general manager (judge) in a role-play to take place in the general manager's (judge's) office. The general manager (judge) will begin the role-play by greeting you and asking to hear your outline. After you have presented the outline and have answered the general manager's (judge's) questions, the general manager (judge) will conclude the role-play by thanking you for your work.

JUDGE INSTRUCTIONS

DIRECTIONS, PROCEDURES AND JUDGE ROLE

In preparation for this event, you should review the following information with your event manager and other judges:

1. Participant Instructions, 21st Century Skills and Performance Indicators
2. Event Situation
3. Judge Role-Play Characterization
Allow the participants to present their ideas without interruption, unless you are asked to respond. Participants may conduct a slightly different type of meeting and/or discussion with you each time; however, it is important that the information you provide and the questions you ask be uniform for every participant.
4. Judge Evaluation Instructions and Judge Evaluation Form
Please use a critical and consistent eye in rating each participant.

JUDGE ROLE-PLAY CHARACTERIZATION

You are to assume the role of the general manager for SUB SHOP, a quick serve restaurant chain featuring customizable sub sandwiches. You want the assistant manager (participant) to outline the importance of employees' personal hygiene in food safety during new employee orientation.

SUB SHOP allows customers to choose which meats, cheeses, toppings, seasonings and dressings to be added to six inch or footlong sandwiches. Employees create the sandwich based on the customer's choices and either plate it for dine-in or wrap it for to-go orders.

All employees are required to wear hair nets and SUB SHOP visors. Employees must also wear plastic gloves while building sandwiches and must change gloves for each order. In addition, all SUB SHOP employees must wear a branded full-length apron that covers the employee shirt and pants.

The employee handbook states that all employees must arrive to work clean and in good health. It also states that employees should cough and sneeze into their arm and immediately wash their hands and change into a fresh pair of gloves.

You want the assistant manager (participant) to prepare an outline for new employee orientation that emphasizes the importance of personal health and hygiene in food safety and why the handbook rules are important.

The participant will present information to you in a role-play to take place in your office. You will begin the role-play by greeting the participant and asking to hear about his/her ideas.

During the course of the role-play, you are to ask the following questions of each participant:

1. What would you tell new employees that want to wear their own visors and aprons?
2. How do our safety precautions and rules help us retain customers?

Once the assistant manager (participant) has presented information and has answered your questions, you will conclude the role-play by thanking the assistant manager (participant) for the work.

You are not to make any comments after the event is over except to thank the participant.

EVALUATION INSTRUCTIONS

The participants are to be evaluated on their ability to perform the specific performance indicators stated on the cover sheet of this event and restated on the Judge's Evaluation Form. Although you may see other performance indicators demonstrated by the participants, those listed in the Performance Indicators section are the critical ones you are measuring for this particular event.

Evaluation Form Interpretation

The evaluation levels listed below and the evaluation rating procedures should be discussed thoroughly with your event director and the other judges to ensure complete and common understanding for judging consistency.

Level of Evaluation	Interpretation Level
Exceeds Expectations	Participant demonstrated the performance indicator in an extremely professional manner; greatly exceeds business standards; would rank in the top 10% of business personnel performing this performance indicator.
Meets Expectations	Participant demonstrated the performance indicator in an acceptable and effective manner; meets at least minimal business standards; there would be no need for additional formalized training at this time; would rank in the 70-89 th percentile of business personnel performing this performance indicator.
Below Expectations	Participant demonstrated the performance indicator with limited effectiveness; performance generally fell below minimal business standards; additional training would be required to improve knowledge, attitude and/or skills; would rank in the 50-69 th percentile of business personnel performing this performance indicator.
Little/No Value	Participant demonstrated the performance indicator with little or no effectiveness; a great deal of formal training would be needed immediately; perhaps this person should seek other employment; would rank in the 0-49 th percentile of business personnel performing this performance indicator.



QUICK SERVE RESTAURANT MANAGEMENT SERIES 2025

JUDGE'S EVALUATION FORM DISTRICT EVENT 1

Participant: _____

ID Number: _____

INSTRUCTIONAL AREA: Operations

Did the participant:		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
PERFORMANCE INDICATORS						
1.	Orient new employees?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
2.	Describe health and safety regulations in business?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
3.	Discuss the role of personal hygiene in food safety?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
4.	Identify personal health conditions that affect food safety?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
5.	Use proper work attire?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
21st CENTURY SKILLS						
6.	Reason effectively and use systems thinking?	0-1	2-3	4	5-6	
7.	Make judgments and decisions, and solve problems?	0-1	2-3	4	5-6	
8.	Communicate clearly?	0-1	2-3	4	5-6	
9.	Show evidence of creativity?	0-1	2-3	4	5-6	
10.	Overall impression and responses to the judge's questions	0-1	2-3	4	5-6	
TOTAL SCORE						