



CAREER CLUSTER
Hospitality and Tourism

CAREER PATHWAY
Lodging

INSTRUCTIONAL AREA
Professional Development

HOTEL AND LODGING 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

- Explain employment opportunities in the lodging industry.
- Explain the nature of front office operations.
- Explain the nature of back-of-the house operations.
- Discuss the nature of the food and beverage division.
- Identify skills needed to enhance career progression.

EVENT SITUATION

You are to assume the role of the general manager at HUGO INN – CAPITOL CITY, a full-service hotel and conference center. The district manager (judge) wants you to prepare a short presentation about different job opportunities in the lodging industry for a local career fair.

HUGO INN – CAPITOL CITY is part of the HUGO BRANDS company that has over 2,000 properties worldwide. This local property features three restaurants, a coffeeshop, fitness center, spa, catering, pools, concierge services and a conference center that offers meeting space and ballrooms for various events.

HUGO INN – CAPITOL CITY is having a difficult time finding employees for open positions within the property. There are various openings in front office operations, back-of-the house operations and in the food and beverage division. You will be exhibiting at a local career fair to highlight the various open positions and hopefully recruit new hires.

The district manager (judge) wants to preview your talking points for the exhibition and has asked to hear your remarks detailing the various positions that are included in front office operations, back-of-the house operations and in the food and beverage division. The district manager (judge) also wants you to include skills necessary for employees in the lodging industry.

You will preview your presentation to the district manager (judge) in a role-play to take place in the district manager's (judge's) office. The district manager (judge) will begin the role-play by greeting you and asking to hear about your presentation. After you have presented information and have answered the district manager's (judge's) questions, the district 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 a district manager for HUGO BRANDS, lodging company that has over 2,000 properties worldwide. You want the general manager of HUGO INN – CAPITOL CITY (participant), a full-service hotel and conference center to prepare a short presentation about different job opportunities in the lodging industry for a local career fair.

HUGO INN – CAPITOL CITY features three restaurants, a coffeeshop, fitness center, spa, catering, pools, concierge services and a conference center that offers meeting space and ballrooms for various events.

HUGO INN – CAPITOL CITY is having a difficult time finding employees for open positions within the property. There are various openings in front office operations, back-of-the house operations and in the food and beverage division. The general manager (participant) will be exhibiting at a local career fair to highlight the various open positions and hopefully recruit new hires.

You want to preview the general manager's (participant's) talking points for the exhibition and have asked to hear the general manager's (participant's) remarks detailing the various positions that are included in front office operations, back-of-the house operations and in the food and beverage division. You also want the general manager (participant) to include skills necessary for employees in the lodging industry.

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 are good jobs at hotels for people with sales experience?
2. What are benefits of working for a major brand with over 2,000 properties?

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



**HOTEL AND LODGING MANAGEMENT SERIES
2022**

JUDGE'S EVALUATION FORM
DISTRICT EVENT 2

Participant: _____

INSTRUCTIONAL AREA:
Professional Development

ID Number: _____

| Did the participant: | | Little/No Value | Below Expectations | Meets Expectations | Exceeds Expectations | Judged Score |
|---------------------------------------|---|-----------------|--------------------|--------------------|----------------------|--------------|
| PERFORMANCE INDICATORS | | | | | | |
| 1. | Explain employment opportunities in the lodging industry? | 0-1-2-3-4 | 5-6-7-8 | 9-10-11 | 12-13-14 | |
| 2. | Explain the nature of front office operations? | 0-1-2-3-4 | 5-6-7-8 | 9-10-11 | 12-13-14 | |
| 3. | Explain the nature of back-of-the house operations? | 0-1-2-3-4 | 5-6-7-8 | 9-10-11 | 12-13-14 | |
| 4. | Discuss the nature of the food and beverage division? | 0-1-2-3-4 | 5-6-7-8 | 9-10-11 | 12-13-14 | |
| 5. | Identify skills needed to enhance career progression? | 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 | | | | | | |