



**CAREER CLUSTER**  
Hospitality and Tourism

**INSTRUCTIONAL AREA**  
Operations

## **PRINCIPLES OF HOSPITALITY AND TOURISM EVENT**

### **PARTICIPANT INSTRUCTIONS**

- The event will be presented to you through your reading of the 21<sup>st</sup> 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 meet the performance indicators of this event.
- Turn in all of your notes and event materials when you have completed the event.

### **21<sup>st</sup> CENTURY SKILLS**

- Critical Thinking – Reason effectively and use systems thinking.
- Communication – Communicate clearly.
- Creativity and Innovation – Show evidence of creativity.

### **PERFORMANCE INDICATORS**

1. Explain the nature of operations.
2. Explain routine security precautions.
3. Maintain a safe work environment.
4. Explain information privacy, security, and confidentiality considerations in business.

## **EVENT SITUATION**

You are to assume the role of the head of the housekeeping department at HOTEL LUCK, an independently owned and operated hotel located in a tourist destination. You have been asked to explain to a new member of the housekeeping staff (judge) how and why strict employee operations helps maintain the safety of guests, employees and the property.

HOTEL LUCK gives all housekeeping, security staff and front desk employees their own personalized room entry key. Each key is unique to track use among the employees. The room entry keys are able to open all guestrooms, supply rooms and can be used to access guest records. Management can view the data and determine which employee entered which room in the hotel and the duration of time spent in each room.

A new housekeeping staff member (judge) does not understand why the hotel needs to track the rooms entered and the amount of time in each room. The new housekeeping staff member (judge) has asked you to explain how tracking an employees' movements in and out of rooms is considered part of operational safety, keeping guests, employees and HOTEL LUCK safe.

You must explain how tracking employee movement in and out of rooms is part of operational security to the new housekeeping staff member (judge) in a role-play to take place at the hotel. The new housekeeping staff member (judge) will begin the role-play by asking you why tracking employee movements is needed. After you explain operational safety to the new housekeeping staff member (judge) and have answered the new housekeeping staff member's (judge's) questions, the new housekeeping staff member (judge) will conclude the role-play by thanking you for your work.

# **JUDGE'S INSTRUCTIONS**

## **DIRECTIONS, PROCEDURES AND JUDGE'S ROLE**

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

1. Procedures
2. 21<sup>st</sup> Century Skills and Performance Indicators
3. Event Situation
4. Judge Situation Characterization  
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.
5. Judge's Evaluation Instructions
6. Judge's Evaluation Form  
Please use a critical and consistent eye in rating each participant.

## **JUDGE SITUATION CHARACTERIZATION**

You are to assume the role of a new member of the housekeeping staff at HOTEL LUCK, an independently owned and operated hotel located in a tourist destination. You have asked the head of the housekeeping department (participant) to explain how and why strict employee operations helps maintain the safety of guests, employees and the property.

HOTEL LUCK gives all housekeeping, security staff and front desk employees their own personalized room entry key. Each key is unique to track use among the employees. The room entry keys are able to open all guestrooms, supply rooms and can be used to access guest records. Management can view the data and determine which employee entered which room in the hotel and the duration of time spent in each room.

You do not understand why the hotel needs to track the rooms entered and the amount of time in each room. You have asked the head of the department (participant) to explain how tracking an employees' movements in and out of rooms is considered part of operational safety, keeping guests, employees and HOTEL LUCK safe.

The head of the housekeeping department (participant) must explain how tracking employee movement in and out of rooms is part of operational security to you in a role-play to take place at the hotel. You will begin the role-play by asking why tracking employee movements is needed.

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

1. What should I do if I lose my personalized room entry key?
2. If I forget my personalized room entry key, can I borrow another employee's key? Why or why not?

After the head of the housekeeping department (participant) has explained operational security and has answered your questions, you will conclude the role-play by thanking the head of the housekeeping department (participant).

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

*Answers will vary but should demonstrate a basic understanding of the concepts.*

# JUDGE'S EVALUATION INSTRUCTIONS

## Evaluation Form Information

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 being 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 chairperson and the other judges to ensure complete and common understanding for judging consistency.

<b>Level of Evaluation</b>	<b>Interpretation Level</b>
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 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> percentile of business personnel performing this performance indicator.



**PRINCIPLES OF HOSPITALITY AND TOURISM,  
2018**

Participant: \_\_\_\_\_

I.D. Number: \_\_\_\_\_

**JUDGE'S EVALUATION FORM**

**INSTRUCTIONAL AREA**

Operations

Did the participant:

		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
<b>PERFORMANCE INDICATORS</b>						
1.	Explain the nature of operations?	0-1-2-3-4-5	6-7-8-9-10	11-12-13-14	15-16-17-18	
2.	Explain routine security precautions?	0-1-2-3-4-5	6-7-8-9-10	11-12-13-14	15-16-17-18	
3.	Maintain a safe work environment?	0-1-2-3-4-5	6-7-8-9-10	11-12-13-14	15-16-17-18	
4.	Explain information privacy, security, and confidentiality considerations in business?	0-1-2-3-4-5	6-7-8-9-10	11-12-13-14	15-16-17-18	
<b>21<sup>st</sup> CENTURY SKILLS</b>						
5.	Reason effectively and use systems thinking?	0-1	2-3	4-5	6-7	
6.	Communicate clearly?	0-1	2-3	4-5	6-7	
7.	Show evidence of creativity?	0-1	2-3	4-5	6-7	
8.	Overall impression and responses to the judge's questions	0-1	2-3	4-5	6-7	
<b>TOTAL SCORE</b>						