



CAREER CLUSTER
Hospitality and Tourism

CAREER PATHWAY
Restaurant and Food and Beverage Services

INSTRUCTIONAL AREA
Customer Relations, Emotional Intelligence

QUICK SERVE RESTAURANT MANAGEMENT SERIES EVENT

PARTICIPANT INSTRUCTIONS

PROCEDURES

1. The event will be presented to you through your reading of these instructions, including the Performance Indicators and Event Situation. You will have up to 10 minutes to review this information to determine how you will handle the role-play situation and demonstrate the performance indicators of this event. During the preparation period, you may make notes to use during the role-play situation.
2. You will have up to 10 minutes to role-play your situation with a judge (you may have more than one judge).
3. You will be evaluated on how well you meet the performance indicators of this event.
4. Turn in all your notes and event materials when you have completed the role-play.

PERFORMANCE INDICATORS

1. Demonstrate active listening skills.
2. Explain the nature of positive customer relations.
3. Identify company's brand promise.
4. Identify desirable personality traits important to business.
5. Foster positive working relationships.

EVENT SITUATION

You are to assume the role of **Manager** at **Super Subs** restaurant. You are meeting with **Employee, Sam Jones** (judge) who has just violated a company policy.

Super Subs is a fast food sandwich shop located on the main strip in a small Midwestern city with a population of 8,000. The restaurant employs 4 full time and 10 part time employees, and most of which are teenagers. One of your employees has brought it to your attention that Sam Jones (judge) has been posting inappropriate messages on both Facebook and Twitter about the customers, staff, and management at Super Subs. Both accounts are private and are only shared within his/her friend circle. The posts imply that Sam Jones (judge) is not happy with the job and does not think very highly of the people he/she works with. You are surprised to see these messages as Sam Jones (judge) usually always has a positive attitude and does an overall good job while at work.

You have asked Sam Jones (judge) to meet with you before his/her next shift. You want to discuss with Sam Jones (judge) how his/her actions were inappropriate and how it violated the employee handbook social media policy that he/she signed when he/she began employment. You would also like to hear Sam Jones' explanation for his/her actions. Then you will explain how derogatory posts from an employee about their workplace affect the company's brand image and its relationships with customers, not to mention hurtful to those working with him/her. The handbook clearly states that consequences are determined on a case by case basis but could range from a suspension to termination. You will have to decide and tell Sam Jones (judge) the consequences of his/her actions.

You will explain the situation to Sam Jones (judge) in a role-play to take place in your office. You will begin by greeting Sam Jones (judge) and asking if he/she knows why you have called the meeting today. After you have listened to Sam Jones' (judge) explanation and given your consequences, you will answer any follow-up questions he/she may have. After you have answered any questions, you will conclude the role-play.

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. Performance Indicators
3. Event Situation
4. Judge Role-play 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 ROLE-PLAY CHARACTERIZATION

You are to assume the role of **Employee, Sam Jones** at **Super Subs** restaurant. You were asked by your **Manager** (participant) to come in early before your shift for a meeting regarding a violation of company policy.

Super Subs is a fast food sandwich shop located on the main strip in a small Midwestern city with a population of 8,000. The restaurant employs 4 full time and 10 part time employees, most of which are teenagers. This is your first job and while you do not mind the work, you think you are capable of better things, as there are few employment opportunities in a small city. You struggle working with certain co-workers as they are extremely slow and make simple mistakes and the whole staff gets blamed by the upset customers. Some customers are even rude to you when things happen that are outside your control: for instance, last week a customer stormed out because you would not accept their expired coupon from 2012. You always try to have a positive attitude but some days the incapable co-workers and rude customers get to be too much.

You suspect the meeting today has something to do with your recent social media posts as you heard a rumor today at school. Last week was just a stressful week with midterms coming up and things not going right at work. You were fed up with all the hours your manager was giving you, the rude customers, and the incompetent coworkers that just needed a chance to vent. It probably was not the best idea to post to Facebook and Twitter, but you do not think you should be in trouble for it since your account is private, and what you want to say to your 800 friends is just

between you and your friends. How could freedom of speech be in violation of a company policy? You remember signing a lot of paperwork when you started, but nothing that gave away your rights to your own opinions.

The participant will explain to you the situation in a role-play to take place in his/her office. The participant will begin the meeting by greeting you and asking you why you think he/she has called the meeting.

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

1. This doesn't seem fair, how was I supposed to know that this was a violation when no one actually told me?

Possible answers:

- *Employees had to read through a handbook when they started employment and "Sam Jones" signed off that he/she agreed to the social media policy. It might be true that no one actually "told" SAM but it is the employees responsibility to read through the handbook in its entirety and ask questions if needed.*

2. Would you wave my *consequence* if I posted an apology and deleted the posts?

Possible answers:

- *While it might be beneficial for your own personal brand if you deleted all negative posts and took responsibility and apologized, it doesn't change what we have discussed today.*

3. Am I not allowed to ever post anything about my job on social media?

Possible answers:

- *As part of a background check on new hires, employers regularly check all applicants' social media sites. Positive posts about your employment can increase your own brand image and make you look more desirable to hiring managers.*

Once the Manager (participant) has explained the situation and has answered your questions, you will conclude the role-play by thanking the Manager (participant) for their time.

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

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.

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, 2015**

Participant: _____

I.D. Number: _____

**JUDGE'S EVALUATION FORM
DISTRICT EVENT**

**INSTRUCTIONAL AREA: Customer Relations/Emotional
Intelligence**

Did the participant:

Did the participant:		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
PERFORMANCE INDICATORS						
1.	Demonstrate active listening skills	0-1-2-3-4-5	6-7-8-9	10-11-12-13	14-15-16	
2.	Explain the nature of positive customer relations	0-1-2-3-4-5	6-7-8-9	10-11-12-13	14-15-16	
3.	Identify company's brand promise	0-1-2-3-4-5	6-7-8-9	10-11-12-13	14-15-16	
4.	Identify desirable personality traits important to business	0-1-2-3-4-5	6-7-8-9	10-11-12-13	14-15-16	
5.	Foster positive working relationships	0-1-2-3-4-5	6-7-8-9	10-11-12-13	14-15-16	
6.	Reason effectively, use systems thinking, make judgments and decisions, and solve problems?	0-1-2-3	4-5-6	7-8	9-10	
7.	Overall impression and responses to the judge's questions	0-1-2-3	4-5-6	7-8	9-10	
TOTAL SCORE						