



CAREER CLUSTER
Hospitality and Tourism

CAREER PATHWAY
Restaurant and Food and Beverage Services

INSTRUCTIONAL AREA
Operations

RESTAURANT AND FOOD SERVICE 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. Maintain current job descriptions for all positions
2. Detail ways to minimize staff turnover
3. Conduct regular staff training
4. Outline steps to remedy specific problems
5. Foster positive working relationships

EVENT SITUATION

You are to assume the role of **Manager** at **The Copper Pot** restaurant. The **Owner** of the restaurant (judge) has asked you to develop a plan on how to communicate job descriptions and create positive working relationships within the restaurant's staff.

The Copper Pot is a full-service restaurant that provides a full menu in a family-friendly casual atmosphere. The restaurant opens at 7:00 a.m. for breakfast, and then continues to serve lunch and dinner until 9:30 p.m. Every day there is a full staff of cooks, bussers, wait staff, hosts, and one "floater" during each shift. (A "floater" is the person responsible for supporting the staff in any way possible.) There are two shifts. First shift staff members work from 6:30 a.m. – 2:30 p.m. Second shift staff works from 2:15 p.m. – 10:00 p.m. Unfortunately, the staff from both shifts are conflicted on the responsibilities they have for the beginning and end of their shifts.

A couple of first-shift employees have come to you to complain about the second-shift employees. First-shift servers have to prepare the dining room for the second-shift servers but that prep is not being done at the end of the night. They are upset that the second shift employees are able to leave at the end of the night without preparing the dining room for the morning crowd. Each morning they walk in to the dining room and the tables are a mess, condiments are not stocked, etc. This causes the servers to not be ready when customers begin coming in for breakfast, which affects their ability to fully serve the customers and earn tips. The first shift servers are so upset they are considering looking for new employment. You have brought this to the attention of the owner (judge), and he/she has asked you to come up with a job description/responsibilities list to be completed by the end of each shift's wait staff. The owner (judge) has also asked you to come up with a plan on how to communicate the job descriptions list to all wait staff, and how you will foster good working relationships between the staff members from each shift.

You will present the job descriptions and communication plans to the owner (judge) in a role-play to take place in the owner's (judge's) office. The owner (judge) will begin the role-play by greeting you and asking to hear your ideas. After you have presented your plan and have answered the owner's (judge's) questions, the owner (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. 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 the **Owner** of **The Copper Pot** restaurant. The Copper Pot is a full-service restaurant that provides a full menu in a family-friendly casual atmosphere. You (judge) have asked the Manager (participant) to develop a plan on how to communicate the job descriptions and create positive working relationships within the restaurant's staff.

The restaurant opens at 7:00 a.m. for breakfast, and then continues to serve lunch and dinner until 9:30 p.m. Every day there is a full staff of cooks, bussers, wait staff, hosts, and one "floater" during each shift. (A "floater" is the person responsible for supporting the staff in any way possible.) There are two shifts. First shift staff members work from 6:30 a.m. – 2:30 p.m. Second shift staff works from 2:15 p.m. – 10:00 p.m. Unfortunately, the staff from both shifts are conflicted on the responsibilities they have for the beginning and end of their shifts.

A couple of first-shift employees went to your manager to complain about the second-shift employees. First-shift servers have to prepare the dining room for the second-shift servers but that prep is not being done at the end of the night. They are upset that the second-shift employees are able to leave at the end of the night without preparing the dining room for the morning crowd. Each morning they walk in to the dining room and the tables are a mess, condiments are not stocked, etc. This causes the servers to not be ready when customers begin coming in for breakfast, which affects their ability to fully serve the customers and earn tips. The first-shift servers are so upset they are considering looking for new employment. The manager (participant)

has brought this to your attention and you (judge) have asked him/her to come up with a job description/responsibilities list to be completed by the end of each shift's wait staff. You (judge) have also asked the manager (participant) to come up with a plan on how to communicate the job descriptions list to all wait staff, and how to foster good working relationships between the staff members from each shift.

The participant will present 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 happens when employees don't complete tasks?

Possible answers:

- *A meeting to review tasks and discuss how incomplete tasks affect others and upcoming shifts.*
- *A written summary can be placed in the employees file and so many summaries can result in losing shifts and/or their job.*

2. How will you convey the importance of teamwork to the employees?

Possible answers:

- *Discuss the affects of each others performance to one another, and how completing tasks at the end of each shift show respect to each others time and energy.*

3. How will our restaurant benefit if we all work together as a team?

Possible answers:

- *Working as a team can only build strong relationships with customers, during both shifts, which can result in bigger tips.*

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

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.



**RESTAURANT AND FOOD SERVICE
MANAGEMENT SERIES, 2015**

Participant: _____

I.D. Number: _____

**JUDGE'S EVALUATION FORM
DISTRICT EVENT**

INSTRUCTIONAL AREA: Operations

Did the participant:

Did the participant:		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
PERFORMANCE INDICATORS						
1.	Maintain current job descriptions for all positions	0-1-2-3-4-5	6-7-8-9	10-11-12-13	14-15-16	
2.	Detail ways to minimize staff turnover	0-1-2-3-4-5	6-7-8-9	10-11-12-13	14-15-16	
3.	Conduct regular staff training	0-1-2-3-4-5	6-7-8-9	10-11-12-13	14-15-16	
4.	Outline steps to remedy specific problems	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						