CAREER CLUSTER
Hospitality & Tourism

CAREER PATHWAY
Restaurant & Food & Beverage Service

INSTRUCTIONAL AREA
Communication Skills/Information
Technology

RESTAURANT & FOOD SERVICE MANAGEMENT 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. Defend ideas objectively

2. Persuade others

3. Use appropriate assertiveness

4. Demonstrate awareness of operational needs

5. Demonstrate awareness of capabilities and limitations of the operation

EVENT SITUATION

You are to assume the role of SALES MANAGER for iWAITSTAFF, a company that develops and maintains electronic restaurant software. You are meeting with Mr./Ms. Ashland, the owner (judge) of GREENWOOD'S, a family-owned supper club. You are meeting with him/her to discuss implementing your iWaitstaff program within the restaurant.

The iWaitstaff program is an electronic web-based restaurant management and ordering system. An establishment's staff can use mobile devices for a variety of reasons:
* Front-end staff can use the tablets to take reservations and place diners in tables
* Wait staff can use the devices and take diners' food and beverage orders
    o Orders are then sent electronically to the bar and/or kitchen
* Mobile devices can also be used to collect credit card payments
* Management can use the system to maintain inventory, create sales reports and much more

Greenwood's has been family-owned and operated for nearly 50 years. It is one of the most popular dinner locations in town. It has a vintage vibe that has become increasingly popular again amongst retirees and young professionals alike. The restaurant takes pride in maintaining a comfortable atmosphere that hasn't needed to change the way they've served generations of diners while continuing to get rave reviews about their friendly service and outstanding food. The restaurant features a lounge that has seating for 30 people, and a dining room with tables for over 150 guests. The menu includes traditional supper club entrees such as prime rib, steaks, lobster tails and pork chops, alongside appetizers, sides and desserts.

Even though customers enjoy their experience at Greenwood's, over the years they have come to expect a few things when dining at the supper club. They will have to wait for a table, even if they have a reservation. The average amount of time a table of four will be sitting is 100 minutes. Regular customers also know that you have to come in early otherwise you run into the chance that restaurant will run out of popular items.

Mr./Ms. Ashland, the owner (judge), has agreed to meet with you to hear more about iWaitstaff. The owner will need to be convinced on why they should buy and incorporate iWaitstaff at Greenwood's.

You will give your presentation to the owner (judge) in a meeting to take place in the restaurant before they open. They will begin the meeting by greeting you and asking you to share information about iWaitstaff. After you have presented iWaitstaff and have answered the owner's questions, they will conclude the meeting 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 as Mr./Ms. Ashland, the OWNER of GREENWOOD'S, a family-owned supper club. You are meeting with a sales manager (participant) for IWAITSTAFF, a company that develops and maintains electronic restaurant software. You are meeting with him/her to hear a sales pitch on why you should implement the iWaitstaff program within your restaurant.

The iWaitstaff program is an electronic web-based restaurant management and ordering system. An establishment's staff can use mobile devices for a variety of reasons:
- Front-end staff can use the tablets to take reservations and place diners in tables
- Wait staff can use the devices and take diners' food and beverage orders
  - Orders are then sent electronically to the bar and/or kitchen
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You, the owner (judge), have agreed to meet with the sales manager for iWaitstaff (participant) to hear more about the program. You will need to be convinced on why you should buy and incorporate iWaitstaff at Greenwood's.

The sales manager (participant) will present to you in a meeting to take place in the restaurant before you open. You (judge) will begin the meeting by greeting and asking the sales manager to share their information about iWaitstaff. After they have presented iWaitstaff and have answered your questions, you will conclude the meeting by thanking them for their work.

Judge Questions/Possible Solutions:

During the course of the meeting you are to ask the following questions of each participant:

1. What is included in the cost that I am going to pay? Are there any additional costs after the initial contract signing?

   Answers will vary but the price the restaurant is charged should include the tablets/hardware, the use of the software, set-up at the restaurant, tech support, training, and possibly a monthly service fee.

2. How will this technology benefit me?

   The participant should acknowledge that the added expense that Greenwood's will incur will help increase table turnover, more accurate inventory so items don't run out, streamlining service equals happy customers.

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 70-89th 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 50-69th 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 0-49th percentile of business personnel performing this performance indicator.

WISCONSIN DECA

RESTAURANT & FOOD SERVICE MANAGEMENT, 2017

Participant: _____

I.D. Number: _____

JUDGE'S EVALUATION FORM
DISTRICT EVENT

INSTRUCTIONAL AREA: COMMUNICATION SKILLS/ INFORMATION TECHNOLOGY

Did the participant:		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
PERFORMANCE INDICATORS						
1.	Defend ideas objectively	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
2.	Persuade others	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
3.	Use appropriate assertiveness	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
4.	Demonstrate awareness of operational needs	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
5.	Demonstrate awareness of capabilities and limitations of the operation	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	