



PRINCIPLES OF HOSPITALITY AND TOURISM EVENT

CAREER CLUSTER
Hospitality and Tourism

INSTRUCTIONAL AREA
Emotional Intelligence

PARTICIPANT INSTRUCTIONS

This event is presented to you through your review of the Career Competencies, Performance Indicators and Event Situation.

You have up to 10 minutes to review this information and prepare your presentation. Using the materials provided, you may make notes to use during your presentation.

You will have up to 10 minutes to present to the judge(s).

You will be evaluated on your solution to the event situation, how you incorporate the performance indicators of this event and how you demonstrate the career competencies.

Turn in all your notes and event materials when you have completed the event.

SOLUTION

- Unique – Demonstrate original thinking, fresh perspectives and an insightful approach.
- Practical – Develop an actionable/viable solution in a real-world context.
- Effective – Develop a solution that achieves relevant outcomes.

CAREER COMPETENCIES

- Critical Thinking – Think critically to understand and solve problems.
- Communication – Communicate clearly, effectively and with reason.
- Decision Making – Consider the impacts of decisions.

PERFORMANCE INDICATORS

- Describe the nature of emotional intelligence.
- Exhibit cultural sensitivity.
- Show empathy for others.
- Treat others with dignity and respect.

EVENT SITUATION

You are to assume the role of a ticket counter agent for AWAY AIRLINES. You must explain to a new employee (judge) why emotional intelligence is important when dealing with customers.

You work at the ticket counter for AWAY AIRLINES at a major international airport. Passengers on AWAY AIRLINES flights who need to check luggage, print boarding passes or require special services visit the ticket counter. AWAY AIRLINES has customers from different countries, cultures, of all ages, various socio-economic backgrounds, educational levels and different experiences with flying.

The new employee (judge) is unclear why the manager has stressed the importance of emotional intelligence when dealing with airport customers. You must explain why emotional intelligence is crucial and provide examples of how to demonstrate empathy and show others dignity and respect.

You will present the information to the new employee (judge) in a role-play to take place at the ticket counter. The new employee (judge) will begin the role-play by greeting you and asking about emotional intelligence. After you have explained the information and have answered the new employee's (judge's) questions, the new employee (judge) will conclude the role-play by thanking you for your work.

JUDGE INSTRUCTIONS

JUDGE CHARACTERIZATION

You are to assume the role of a new employee at the ticket counter for AWAY AIRLINES. The ticket counter agent (participant) explain why emotional intelligence is important when dealing with customers.

You and the ticket counter agent (participant) work at the ticket counter for AWAY AIRLINES at a major international airport. Passengers on AWAY AIRLINES flights who need to check luggage, print boarding passes or require special services visit the ticket counter. AWAY AIRLINES has customers from different countries, cultures, of all ages, various socio-economic backgrounds, educational levels and different experiences with flying.

You are unclear why the manager has stressed the importance of emotional intelligence when dealing with airport customers. The ticket counter agent (participant) must explain why emotional intelligence is crucial and provide examples of how to demonstrate empathy and show others dignity and respect.

The participant will present information to you in a role-play to take place in at the ticket counter. You will begin the role-play by greeting the participant and asking to hear about emotional intelligence.

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

1. Do I need to show emotional intelligence if the customer is angry?
2. How can we use nonverbal communication effectively?

Once ticket counter agent (participant) has presented information and has answered your questions, you will conclude the role-play by thanking the ticket counter agent (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 solution and ability to apply the specific performance indicators stated on the cover sheet of this event and restated on the Judge's Evaluation Form. Although the participants may demonstrate other performance indicators, those listed in the Performance Indicators section are the selected ones you are evaluating for this particular event.
- Maintain a consistent expectation when evaluating each participant.
- The maximum score for the evaluation is 100 points. The presentation will be weighted twice (2 times) the exam score.

Levels of Evaluation

FOCUS AREA	NOVICE	DEVELOPING	PROFICIENT	EXEMPLARY
Content Understanding	Demonstrates a limited or inaccurate understanding of key concepts.	Demonstrates a basic understanding of key concepts.	Demonstrates a solid understanding of key concepts and clearly explains and supports ideas using appropriate evidence.	Demonstrates comprehensive understanding of concepts and applies them effectively to solve the scenario, including in more complex or extended contexts.
Application of Performance Indicators and Career Competencies	Lists the performance indicators and career competencies, but understanding is incomplete or inaccurate.	Defines the performance indicators and career competencies, but does not connect them to solve the objective of the case study scenario.	Explains the performance indicators and career competencies and connects them to solve the objective of the case study scenario.	Strategically applies the performance indicators and career competencies and connects them to comprehensively solve the objective of the case study scenario.
Reasoning	Ideas are unclear, inaccurate, or lack logical support. There is no application of the ideas and concept.	Ideas are present and somewhat logical but contain gaps in reasoning, development, or supporting evidence.	Ideas are logical, well-developed, and supported with appropriate evidence, with only minor gaps.	Ideas are logical, well-supported using appropriate business concept and theories and demonstrates reasoning with clear practicality and real-world relevance.
Workplace Readiness	Participants represent an employee who requires significant guidance and support to complete tasks.	Participants represent an employee who demonstrates basic skills and can complete routine tasks with some guidance.	Participants represent an employee with solid skills and who works independently to complete tasks effectively.	Participants represent an employee with advanced skills, works independently, and adapts effectively to new or unpredictable challenges.



PRINCIPLES OF HOSPITALITY AND TOURISM – 2026

JUDGE'S EVALUATION FORM ASSOCIATION EVENT 2

Participant: _____

ID Number: _____

INSTRUCTIONAL AREA: Emotional Intelligence

Rate the participant's ability to:		Novice	Developing	Proficient	Exemplary	Judged Score
PERFORMANCE INDICATORS						
1.	Describe the nature of emotional intelligence.	0-1-2-3	4-5-6-7	8-9-10-11	12	
2.	Exhibit cultural sensitivity.	0-1-2-3	4-5-6-7	8-9-10-11	12	
3.	Show empathy for others.	0-1-2-3	4-5-6-7	8-9-10-11	12	
4.	Treat others with dignity and respect.	0-1-2-3	4-5-6-7	8-9-10-11	12	
SOLUTION						
5.	Unique Demonstrate original thinking, fresh perspectives and an insightful approach.	0-1-2	3-4-5	6-7	8	
6.	Practical Develop an actionable/viable solution in a real-world context.	0-1-2	3-4-5	6-7	8	
7.	Effective Develop a solution that achieves relevant outcomes.	0-1-2	3-4-5	6-7	8	
CAREER COMPETENCIES						
8.	Critical Thinking Think critically to understand and solve problems.	0-1	2-3	4-5	6	
9.	Communication Communicate clearly, effectively and with reason.	0-1	2-3	4-5	6	
10.	Decision Making Consider the impacts of decisions.	0-1	2-3	4-5	6	
OVERALL IMPRESSION						
11.	Demonstrate overall career readiness through professionalism, poise and confidence.	0-1-2-3	4-5-6	7-8-9	10	
TOTAL SCORE						