



PRINCIPLES OF MARKETING EVENT

CAREER CLUSTER
Marketing

INSTRUCTIONAL AREA
Customer Relations

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

- Discuss the nature of customer relationship management.
- Explain the role of ethics in customer relationship management.
- Describe the use of technology in customer relationship management.
- Reinforce service orientation through communication.

EVENT SITUATION

You are to assume the role of the studio manager at FITNESS FIRST, a fitness center that caters to all athletic abilities and fitness goals. An employee (judge) wants you to explain how the studio can use information gathered in the customer relationship management (CRM) system to help promote new classes.

FITNESS FIRST requires new members to complete an intake form that lists all past and current orthopedic issues, injuries, health risks, age, current weight, body mass index and fitness goals. This information is stored in the customer relationship management system along with preferred classes, attendance frequency and missed classes.

FITNESS FIRST will begin to offer new classes focusing on stretches and low-impact movements. The employee (judge) wants to understand how the studio can use the information in the CRM system to market the new classes to the appropriate clientele.

You will present the information to the employee (judge) in a role-play to take place at the studio. The employee (judge) will begin the role-play by asking you about customer relationship management. After you have presented the information to the employee (judge) and have answered the employee's (judge's) questions, the employee (judge) will conclude the role-play by thanking you for the information.

JUDGE INSTRUCTIONS

JUDGE CHARACTERIZATION

You are to assume the role of an employee at FITNESS FIRST, a fitness center that caters to all athletic abilities and fitness goals. You want the studio manager (participant) to explain how the studio can use information gathered in the customer relationship management (CRM) system to help promote new classes.

FITNESS FIRST requires new members to complete an intake form that lists all past and current orthopedic issues, injuries, health risks, age, current weight, body mass index and fitness goals. This information is stored in the customer relationship management system along with preferred classes, attendance frequency and missed classes.

FITNESS FIRST will begin to offer new classes focusing on stretches and low-impact movements. You want to understand how the studio can use the information in the CRM system to market the new classes to the appropriate clientele.

The participant will present the information to you in a role-play to take place at the studio. You will begin the role-play by asking about customer relationship management.

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

1. How can the studio use the information to boost attendance?
2. How can the studio use the CRM system to rate classes and coaches?

After the studio manager (participant) has given you the information and has answered your questions, you will conclude the role-play by thanking the studio manager (participant).

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.



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JUDGE'S EVALUATION FORM ICDC PRELIMINARY

Participant: _____

ID Number: _____

INSTRUCTIONAL AREA: Customer Relations

Rate the participant's ability to:		Novice	Developing	Proficient	Exemplary	Judged Score
PERFORMANCE INDICATORS						
1.	Discuss the nature of customer relationship management.	0-1-2-3	4-5-6-7	8-9-10-11	12	
2.	Explain the role of ethics in customer relationship management.	0-1-2-3	4-5-6-7	8-9-10-11	12	
3.	Describe the use of technology in customer relationship management.	0-1-2-3	4-5-6-7	8-9-10-11	12	
4.	Reinforce service orientation through communication.	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						