



HUMAN RESOURCES MANAGEMENT SERIES EVENT

CAREER CLUSTER
Business Management &
Administration

CAREER PATHWAY
Human Resources
Management

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

- Assess employee skills.
- Assess information needs.
- Solicit feedback.
- Recognize/Reward others for their efforts and contributions.
- Motivate team members.

EVENT SITUATION

You are to assume the role of the human resources manager at PIZZA PARTY, a restaurant with two locations in a large city. The general manager (judge) wants you to develop a method to collect feedback from customers about employee performance.

PIZZA PARTY is a favorite destination for celebrations. The restaurants offer arcade games, laser tag, miniature golf and bowling. Party packages include pizza, cake, beverages and bundled activities that vary by price. Each party package includes a designated PIZZA PARTY host that provides service for the duration of the party.

PIZZA PARTY has dozens of employees that work in customer-facing positions. The business's success depends on all employees providing excellent customer service to every customer. The general manager (judge) wants to reward employees that provide excellent customer service to customers.

The general manager (judge) wants you to determine how the business can collect feedback from customers to determine if a PIZZA PARTY employee provided excellent customer service. The general manager (judge) also wants input on how to reward employees that customers have identified.

You will present your ideas to the general manager (judge) in a role-play to take place in the general manager's (judge's) office. The general manager (judge) will begin the role-play by greeting you and asking to hear your ideas. After you have presented ideas and have answered the general manager's (judge's) questions, the general manager (judge) will conclude the role-play by thanking you for your work.

JUDGE INSTRUCTIONS

JUDGE CHARACTERIZATION

You are to assume the role of the general manager at PIZZA PARTY, a restaurant with two locations in a large city. You want the human resources manager (participant) to develop a method to collect feedback from customers about employee performance.

PIZZA PARTY is a favorite destination for celebrations. The restaurants offer arcade games, laser tag, miniature golf and bowling. Party packages include pizza, cake, beverages and bundled activities that vary by price. Each party package includes a designated PIZZA PARTY host that provides service for the duration of the party.

PIZZA PARTY has dozens of employees that work in customer-facing positions. The business's success depends on all employees providing excellent customer service to every customer. You want to reward employees that provide excellent customer service to customers.

You want the human resources manager (participant) to determine how the business can collect feedback from customers to determine if a PIZZA PARTY employee provided excellent customer service. You also want input on how to reward employees that customers have identified.

The participant will present information 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. How can rewarded employees help struggling employees?
2. How do we encourage customers to provide feedback?

Once the human resources manager (participant) has presented information and has answered your questions, you will conclude the role-play by thanking the human resources manager (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. This presentation will be valued at one-third of the total 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
DISTRICT EVENT 1

Participant: _____

ID Number: _____

INSTRUCTIONAL AREA:
Emotional Intelligence

Rate the participant's ability to:

		Novice	Developing	Proficient	Exemplary	Judged Score
PERFORMANCE INDICATORS						
1.	Assess employee skills.	0-1-2-3	4-5-6	7-8-9	10	
2.	Assess information needs.	0-1-2-3	4-5-6	7-8-9	10	
3.	Solicit feedback.	0-1-2-3	4-5-6	7-8-9	10	
4.	Recognize/Reward others for their efforts and contributions.	0-1-2-3	4-5-6	7-8-9	10	
5.	Motivate team members.	0-1-2-3	4-5-6	7-8-9	10	
SOLUTION						
6.	Unique Demonstrate original thinking, fresh perspectives and an insightful approach.	0-1-2	3-4-5	6-7	8	
7.	Practical Develop an actionable/viable solution in a real-world context.	0-1-2	3-4-5	6-7	8	
8.	Effective Develop a solution that achieves relevant outcomes.	0-1-2	3-4-5	6-7	8	
CAREER COMPETENCIES						
9.	Critical Thinking Think critically to understand and solve problems.	0-1	2-3	4-5	6	
10.	Communication Communicate clearly, effectively and with reason.	0-1	2-3	4-5	6	
11.	Decision Making Consider the impacts of decisions.	0-1	2-3	4-5	6	
OVERALL IMPRESSION						
12.	Demonstrate overall career readiness through professionalism, poise and confidence.	0-1-2	3-4-5	6-7	8	
TOTAL SCORE						