



**CAREER CLUSTER**  
Hospitality and Tourism

**INSTRUCTIONAL AREA**  
Customer Relations

## **HOSPITALITY SERVICES TEAM DECISION MAKING EVENT**

### **PARTICIPANT INSTRUCTIONS**

- The event will be presented to you through your reading of the 21<sup>st</sup> Century Skills, Performance Indicators and Case Study Situation. You will have up to 30 minutes to review this information and prepare your presentation. You may make notes to use during your presentation.
- You will have up to 10 minutes to make your presentation to the judge (you may have more than one judge), followed by up to 5 minutes to answer the judge's questions. All members of the team must participate in the presentation, as well as answer the questions.
- You will be evaluated on how well you demonstrate the 21<sup>st</sup> Century Skills and meet the performance indicators of this event.
- Turn in all of your notes and event materials when you have completed the event.

### **21<sup>st</sup> CENTURY SKILLS**

- Critical Thinking – Reason effectively and use systems thinking.
- Problem Solving – Make judgments and decisions, and solve problems.
- Communication and Collaboration – Communicate clearly and show evidence of collaboration.
- Creativity and Innovation – Show evidence of creativity.

### **PERFORMANCE INDICATORS**

- Explain the nature of effective communications.
- Explain the nature of positive customer relations.
- Reinforce service orientation through communication.
- Anticipate unspoken customer needs.
- Accommodate special needs/specific requests of customers.
- Communicate core values of product/service.
- Streamline work processes.

## **CASE STUDY SITUATION**

You are to assume the roles of the director of housekeeping services and the director of guest services for HOTEL LABREE. The general manager (judge) has asked you to determine how the hotel can implement guest personalized housekeeping services.

In an effort to minimize the time spent on housekeeping activities, HOTEL LABREE began offering guests the option to opt-out of housekeeping services upon check-in if the reservation exceeds two nights. As an incentive for opting-out of the service, guests are rewarded 500 loyalty points.

This incentive program has had lukewarm results. Guests have communicated that while they do not need full guest room cleaning services, there are many small refreshes they do want and need. One example is a refresh of the free coffee and tea pods.

The general manager of the hotel (judge) first wants you to create a list of common simple housekeeping refreshes guests may desire and then determine how the hotel can offer guests the ability to communicate those simple and common housekeeping refreshes to the housekeeping staff.

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

## JUDGE INSTRUCTIONS

### DIRECTIONS, PROCEDURES AND JUDGE ROLE

1. Team members, assuming the role of a management team for the business represented, will analyze a case situation related to the chosen career area. The team will make decisions regarding the situation, and then make an oral presentation to the judge. The role of the judge is that of an executive for the business.
2. Participants will have a 30-minute preparation period and may make notes to use during the role-play.
3. During the first 10 minutes of the presentation (after introductions), the team will present their analysis, their decisions and the rationale behind the decisions. Allow the teams to complete this portion without interruption, unless you are asked to respond.
4. During the next 5 minutes, you may ask questions of the team to determine their understanding of the situation presented. Each member of each team should respond to at least one question. To ensure fairness, you must ask each team the same questions. After asking the standard questions, you may ask other questions for clarification specific to the current team.

### JUDGE CHARACTERIZATION

You are to assume the role of general manager for HOTEL LABREE. You have asked the director of housekeeping services and the director of guest services (participant team) to determine how the hotel can implement guest personalized housekeeping services.

In an effort to minimize the time spent on housekeeping activities, HOTEL LABREE began offering guests the option to opt-out of housekeeping services upon check-in if the reservation exceeds two nights. As an incentive for opting-out of the service, guests are rewarded 500 loyalty points.

This incentive program has had lukewarm results. Guests have communicated that while they do not need full guest room cleaning services, there are many small refreshes they do want and need. One example is a refresh of the free coffee and tea pods.

You first want the director of housekeeping services and the director of guest services (participant team) to create a list of common simple housekeeping refreshes guests may desire and then determine how the hotel can offer guests the ability to communicate those simple and common housekeeping refreshes to the housekeeping staff.

The participant team 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 team and asking to hear about their ideas.

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

1. Why does the amount of time housekeeping spends cleaning guest rooms vary?
2. How do you suggest staffing the housekeeping employee schedule based on guests opting-out of housekeeping as part of the incentive program?
3. Why does hotel management need to be concerned with housekeeping and cleaning times?

Once the director of housekeeping services and the director of guest services (participant team) has presented information and has answered your questions, you will conclude the role-play by thanking the director of housekeeping services and the director of guest services (participant team) for the work.

You are not to make any comments after the event is over except to thank the participants.

## EVALUATION INSTRUCTIONS

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 demonstrated by the participants, those listed in the Performance Indicators section are the critical ones you are measuring for this particular event. The maximum score for the evaluation is 100 points. The presentation will be weighted twice (2 times) the value of the exam scores.

### Evaluation Form Interpretation

The evaluation levels listed below and the evaluation rating procedures should be discussed thoroughly with your event director and the other judges to ensure complete and common understanding for judging consistency.

<b>Level of Evaluation</b>	<b>Interpretation Level</b>
Exceeds Expectations	In any category, in your opinion, the information is presented effectively and creatively; nothing more could be expected of an employee.
Meets Expectations	Information is presented well. Though there may be a few minor problems or omissions, they are not significant. Creativity, however, is not shown to any great degree. A combined score of 70 or better will earn the participant team DECA's Certificate of Excellence at ICDC.
Below Expectations	Information presented does not meet minimum standards of acceptability.
Little/No Value	Either some major flaw has been noted that damages the effectiveness of the presentation (this may be a major omission, a serious misstatement or any other major flaw) or that the information presented is of no value (does not help the presentation at all).



## HOSPITALITY SERVICES TEAM DECISION MAKING 2020

**JUDGE'S EVALUATION FORM**  
DISTRICT EVENT

Participant: \_\_\_\_\_

**INSTRUCTIONAL AREA:**  
Customer Relations

Participant: \_\_\_\_\_

ID Number: \_\_\_\_\_

Did the participant team:		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
<b>PERFORMANCE INDICATORS</b>						
1.	Explain the nature of effective communications?	0-1-2-3	4-5-6	7-8	9-10	
2.	Explain the nature of positive customer relations?	0-1-2-3	4-5-6	7-8	9-10	
3.	Reinforce service orientation through communication?	0-1-2-3	4-5-6	7-8	9-10	
4.	Anticipate unspoken customer needs?	0-1-2-3	4-5-6	7-8	9-10	
5.	Accommodate special needs/specific requests of customers?	0-1-2-3	4-5-6	7-8	9-10	
6.	Communicate core values of product/service?	0-1-2-3	4-5-6	7-8	9-10	
7.	Streamline work processes?	0-1-2-3	4-5-6	7-8	9-10	
<b>21<sup>st</sup> CENTURY SKILLS</b>						
8.	Reason effectively and use systems thinking?	0-1	2-3	4	5-6	
9.	Make judgments and decisions, and solve problems?	0-1	2-3	4	5-6	
10.	Communicate clearly and show evidence of collaboration?	0-1	2-3	4	5-6	
11.	Show evidence of creativity?	0-1	2-3	4	5-6	
12.	Overall impression and responses to the judge's questions	0-1	2-3	4	5-6	
<b>TOTAL SCORE</b>						