



CAREER CLUSTER

Business Management and
Administration

CAREER PATHWAY

Human Resources Management

INSTRUCTIONAL AREA

Human Resources Management

HUMAN RESOURCE MANAGEMENT EVENT

PARTICIPANT INSTRUCTIONS

- The event will be presented to you through your reading of the General Performance Indicators, Specific 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 15 minutes to make your presentation to the judge (you may have more than one judge).
- Turn in all of your notes and event materials when you have completed the event.

GENERAL PERFORMANCE INDICATORS

- Communications skills – the ability to exchange information and ideas with others through writing, speaking, reading or listening
- Analytical skills – the ability to derive facts from data, findings from facts, conclusions from findings and recommendations from conclusions
- Production skills – the ability to take a concept from an idea and make it real
- Priorities/time management – the ability to determine priorities and manage time commitments
- Economic competencies

SPECIFIC PERFORMANCE INDICATORS

- Recruit new employees.
- Manage employee turnover.
- Foster employee engagement and commitment.
- Reward/Recognize employees.
- Choose and use appropriate channel for workplace communication.

CASE STUDY SITUATION

You are the director of human resources for TREATS CAFÉ, a regional chain of quick serve restaurants specializing in desserts. The company is best known for its large sundae bar that allows customers to customize their own frozen yogurt or ice cream sundaes with various toppings. TREATS CAFÉ also sells baked desserts such as cookies, brownies, pies and cakes, along with hot and cold beverages.

Like many businesses in the hospitality industry, TREATS CAFÉ is experiencing not only a shortage of staff but also high turnover rates. Across all 25 locations, general managers have been lamenting that for every new employee that completes the training process another employee quits. TREATS CAFÉ has many options for employment offering both part-time and fulltime positions. The area that TREATS CAFÉ operates allows employment at age 15-years old, so opportunities for high school students to work are available.

YOUR CHALLENGE

The president of the company feels that the employee shortage and high turnover rate could be solved with one new strategy. The president wants you to create an employee recruitment strategy based on an employee referral program. The president wants the program to reward current employees for referring candidates that turn into TREATS CAFÉ employees. The program must include terms and rewards and how the program will be communicated to employees at all 25 locations.

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.

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.

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



**HUMAN RESOURCE MANAGEMENT
2022**

JUDGE'S EVALUATION FORM
Association Event 1

Participant: _____

INSTRUCTIONAL AREA
Human Resources Management

ID Number: _____

Did the participant:		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
PERFORMANCE INDICATORS						
1.	Recruit new employees?	0-1-2-3	4-5-6-7-8	9-10-11-12	13-14-15	
2.	Manage employee turnover?	0-1-2-3	4-5-6-7-8	9-10-11-12	13-14-15	
3.	Foster employee engagement and commitment?	0-1-2-3	4-5-6-7-8	9-10-11-12	13-14-15	
4.	Reward/Recognize employees?	0-1-2-3	4-5-6-7-8	9-10-11-12	13-14-15	
5.	Choose and use appropriate channel for workplace communication?	0-1-2-3	4-5-6-7-8	9-10-11-12	13-14-15	
PRESENTATION						
6.	Demonstrate clarity of expression?	0-1	2-3	4	5	
7.	Organize ideas?	0-1	2-3	4	5	
8.	Show evidence of mature judgment?	0-1	2-3	4	5	
9.	Overall performance: appropriate appearance, poise, confidence, presentation, technique and response to judge's questions	0-1-2	3-4-5	6-7-8	9-10	
TOTAL SCORE						