



**CAREER CLUSTER**  
Hospitality and Tourism

**CAREER PATHWAY**  
Restaurant Management

**INSTRUCTIONAL AREA**  
Operations

## **RESTAURANT AND FOOD SERVICE MANAGEMENT SERIES EVENT**

### **PARTICIPANT INSTRUCTIONS**

- The event will be presented to you through your reading of the 21<sup>st</sup> Century Skills, Performance Indicators and Event Situation. You will have up to 10 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).
- 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**

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

### **PERFORMANCE INDICATORS**

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- Explain the nature of operations.
- Explain the nature of overhead/operating costs.
- Describe strategies to minimize the cost of maintaining inventory.
- Identify factors affecting customer-service practices in hospitality and tourism.
- Explain the relationship between the economy and hospitality and tourism.

## **EVENT SITUATION**

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You are to assume the role of the general manager of THE CABIN, a restaurant specializing in steaks, seafood and pasta. The owner of the restaurant (judge) wants you to weigh the pros and cons of implementing a new policy to reduce operating costs.

THE CABIN is open for dinner Tuesdays through Sundays and for lunch on the weekends. The menu is upscale and focuses on a variety of steaks, seafood and pasta dishes. When the pandemic hit, THE CABIN began offering online take-out options. The new feature was such a hit, it remains extremely popular even now with pandemic restrictions lifted.

While the owner (judge) is happy that customers choose THE CABIN for take-out, the owner (judge) understands that take-out customers spend less than in-house diners. Take-out customers do not typically order beverages, appetizers or desserts. Also, THE CABIN staff is unable to up-sell menu items to online take-out customers.

The current economy has resulted in higher prices on operating costs. The owner (judge) is looking for ways to reduce costs and has recommended that THE CABIN stop adding plastic utensils, napkins and condiments to take-out orders unless specifically requested by customers. The owner (judge) wants you to weigh the pros and cons of the new policy and make a final recommendation.

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

## JUDGE INSTRUCTIONS

### DIRECTIONS, PROCEDURES AND JUDGE ROLE

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In preparation for this event, you should review the following information with your event manager and other judges:

1. Participant Instructions, 21<sup>st</sup> Century Skills and Performance Indicators
2. Event Situation
3. Judge Role-Play Characterization  
Allow the participants to present their ideas without interruption, unless you are asked to respond. Participants may conduct a slightly different type of meeting and/or discussion with you each time; however, it is important that the information you provide and the questions you ask be uniform for every participant.
4. Judge Evaluation Instructions and Judge Evaluation Form  
Please use a critical and consistent eye in rating each participant.

### JUDGE ROLE-PLAY CHARACTERIZATION

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You are to assume the role of the owner of THE CABIN, a restaurant specializing in steaks, seafood and pasta. You want the general manager (participant) to weigh the pros and cons of implementing a new policy to reduce operating costs.

THE CABIN is open for dinner Tuesdays through Sundays and for lunch on the weekends. The menu is upscale and focuses on a variety of steaks, seafood and pasta dishes. When the pandemic hit, THE CABIN began offering online take-out options. The new feature was such a hit, it remains extremely popular even now with pandemic restrictions lifted.

While you are happy that customers choose THE CABIN for take-out, you understand that take-out customers spend less than in-house diners. Take-out customers do not typically order beverages, appetizers or desserts. Also, THE CABIN staff is unable to up-sell menu items to online take-out customers.

The current economy has resulted in higher prices on operating costs. You are looking for ways to reduce costs and have recommended that THE CABIN stop adding plastic utensils, napkins and condiments to take-out orders unless specifically requested by customers. You want the general manager (participant) to weigh the pros and cons of the new policy and make a final recommendation.

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 did our menu items affect your decision?
2. How do we notify our staff of the changes?

Once the general manager (participant) has presented information and has answered your questions, you will conclude the role-play by thanking the general manager (participant) for the work.

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

## EVALUATION INSTRUCTIONS

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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.

<b>Level of Evaluation</b>	<b>Interpretation Level</b>
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 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> percentile of business personnel performing this performance indicator.



**RESTAURANT AND FOOD SERVICE MANAGEMENT SERIES  
2024**

**JUDGE'S EVALUATION FORM**  
DISTRICT EVENT 2

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

**INSTRUCTIONAL AREA:**  
Operations

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

Did the participant:		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
<b>PERFORMANCE INDICATORS</b>						
1.	Explain the nature of operations?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
2.	Explain the nature of overhead/operating costs?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
3.	Describe strategies to minimize the cost of maintaining inventory?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
4.	Identify factors affecting customer-service practices?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
5.	Explain the relationship between the economy and hospitality and tourism?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
<b>21<sup>st</sup> CENTURY SKILLS</b>						
6.	Reason effectively and use systems thinking?	0-1	2-3	4	5-6	
7.	Make judgments and decisions, and solve problems?	0-1	2-3	4	5-6	
8.	Communicate clearly?	0-1	2-3	4	5-6	
9.	Show evidence of creativity?	0-1	2-3	4	5-6	
10.	Overall impression and responses to the judge's questions	0-1	2-3	4	5-6	
<b>TOTAL SCORE</b>						