



CAREER CLUSTER
Hospitality and Tourism

CAREER PATHWAY
Lodging

INSTRUCTIONAL AREA
Marketing

HOTEL AND LODGING MANAGEMENT SERIES EVENT

PARTICIPANT INSTRUCTIONS

- The event will be presented to you through your reading of the 21st 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 21st 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.

21st CENTURY SKILLS

- 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

- Explain the nature of hotel/lodging marketing.
- Explain factors that influence customer/client/business buying behavior.
- Describe property features that influence customer appeal.
- Demonstrate connections between company actions and results.
- Identify company's brand promise.

EVENT SITUATION

You are to assume the role of the general manager of RESERVED, a new independent hotel property in a metropolitan area. The owner (judge) wants you to explain how implementing a privacy policy could help or hinder the property's marketing and customer appeal.

RESERVED is set to open soon. The property is considered an exclusive lodging experience, offering guests only 10 guestrooms, no lobby, no event or meeting space, a private rooftop bar with small bites, a 40-foot infinity pool, in-room gyms and butler service. Standard rates for a 500-square-foot room start at \$2,100/night.

There have been no photographs of the interior of the property or of the rooftop in any of the property's marketing aside from digital sketches and text descriptions. The owner's (judge's) vision for RESERVED is to be an ultra-exclusive property that appreciates privacy, a respect for what the internet and social media has taken away. RESERVED will ask guests to refrain from posting any images online.

The owner (judge) wants you to explain how implementing the privacy policy, and not allowing guests to post pictures of the property online, could help and/or hinder RESERVED's marketing and its customer appeal.

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 about your plan. 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

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

1. Participant Instructions, 21st 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

You are to assume the role of the owner RESERVED, a new independent hotel property in a metropolitan area. You want the general manager (participant) to explain how implementing a privacy policy could help or hinder the property's marketing and customer appeal.

RESERVED is set to open soon. The property is considered an exclusive lodging experience, offering guests only 10 guestrooms, no lobby, no event or meeting space, a private rooftop bar with small bites, a 40-foot infinity pool, in-room gyms and butler service. Standard rates for a 500-square-foot room start at \$2,100/night.

There have been no photographs of the interior of the property or of the rooftop in any of the property's marketing aside from digital sketches and text descriptions. Your vision for RESERVED is to be an ultra-exclusive property that appreciates privacy, a respect for what the internet and social media has taken away. RESERVED will ask guests to refrain from posting any images online.

You want the general manager (participant) to explain how implementing the privacy policy, and not allowing guests to post pictures of the property online, could help and/or hinder RESERVED's marketing and its customer appeal.

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. If we are only asking guests to refrain from posting pictures, can we police it?
2. If images are posted on social media, do we change the policy?

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

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.



**HOTEL AND LODGING MANAGEMENT SERIES
2024**

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

Participant: _____

**INSTRUCTIONAL AREA:
Marketing**

ID Number: _____

Did the participant:		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
PERFORMANCE INDICATORS						
1.	Explain the nature of hotel/lodging marketing?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
2.	Explain factors that influence customer/client/business buying behavior?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
3.	Describe property features that influence customer appeal?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
4.	Demonstrate connections between company actions and results?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
5.	Identify company's brand promise?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
21st CENTURY SKILLS						
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	
TOTAL SCORE						