



**CAREER CLUSTER**  
Hospitality and Tourism

**CAREER PATHWAY**  
Lodging

**INSTRUCTIONAL AREA**  
Emotional Intelligence

## **HOTEL AND LODGING MANAGEMENT SERIES EVENT**

### **PARTICIPANT INSTRUCTIONS**

#### **PROCEDURES**

- 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 role-play your situation with a judge (you may have more than one judge).
- You will be evaluated on how well you meet the performance indicators of this event.
- Turn in all your notes and event materials when you have completed the role-play.

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

1. Explain how guests make reservations on-line.
2. Demonstrate negotiation skills.
3. Use appropriate assertiveness.
4. Use conflict-resolution skills.
5. Explain the nature of channel-member relationships.

## EVENT SITUATION

You are to assume the role of general manager at FAMILY INN, a limited service hotel with 300 guest rooms. The front desk manager has asked you to meet with an angry guest (judge) that was angered to discover that the prepaid reservation made through a third party website was not for the room type the guest (judge) wanted. The guest (judge) is demanding you remedy the situation.

FAMILY INN has 295 standard guest rooms and five two-bedroom suites. The property has an indoor and outdoor swimming pool, a lazy river, free shuttle service and a fitness center. The main draw to the hotel property is its location next to a popular amusement park. Most of the hotel guests are also visiting the amusement park.

The FAMILY INN website, mobile app and social media all promote the best, guaranteed rate on the hotel's website. A standard room rate is \$199.99, but on the FAMILY INN website it can be reserved for \$179.99. The room rate for the two-bedroom suite is \$299.99, but reduced to \$274.99 on the FAMILY INN website.

Third party websites also offer reservations for FAMILY INN. Each third party website has its own rules and regulations. Once a reservation is made on a third party website, the information is sent to FAMILY INN with details deemed necessary by the third party website.

The angry guest (judge) made a reservation for a two-bedroom suite at FAMILY INN for three nights via a third party website called CHEAPCHEAPHOTEL.COM. To receive the discounted rate CHEAPCHEAPHOTEL.COM was advertising, the guest (judge) needed to prepay for the stay. The guest (judge) paid \$750.00 in advance; \$250.00/night for three nights in the two bedroom suite. Upon checking in to the hotel with six family members, the front desk manager explained that there were no two-bedroom suites available. CHEAPCHEAPHOTEL.COM did not indicate the reservation was for a two-bedroom suite and FAMILY INN'S suites are fully booked.

The guest (judge) does not realize that the problem is with CHEAPCHEAPHOTEL.COM and not with FAMILY INN. The guest (judge) prepaid to CHEAPCHEAPHOTEL.COM not to FAMILY INN, so you cannot offer a refund. You need to explain the relationship between the hotel and third party websites, explain the different ways guests make reservations on-line and then figure out a solution that will satisfy the angry guest (judge).

You will meet with the angry guest (judge) in a role-play to take place in your office. The guest (judge) will begin the role-play by greeting you and asking to hear how you are going to fix the problem. After you have presented your solution and have answered the guest's (judge's) questions, the guest (judge) will conclude the role-play by thanking you.

## **JUDGE'S INSTRUCTIONS**

### **DIRECTIONS, PROCEDURES AND JUDGE'S ROLE**

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

1. Procedures
2. Performance Indicators
3. Event Situation
4. Judge Role-play Characterization  
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.
5. Judge's Evaluation Instructions
6. Judge's Evaluation Form  
Please use a critical and consistent eye in rating each participant.

### **JUDGE ROLE-PLAY CHARACTERIZATION**

You are to assume the role of an angry guest at FAMILY INN, a limited service hotel with 300 guest rooms. The front desk manager has asked the general manager (participant) to meet with you. You were angered to discover that the prepaid reservation you made through a third party website was not for the room type you wanted. You are demanding the general manager (participant) remedy the situation.

FAMILY INN has 295 standard guest rooms and five two-bedroom suites. The property has an indoor and outdoor swimming pool, a lazy river, free shuttle service and a fitness center. The main draw to the hotel property is its location next to a popular amusement park. Most of the hotel guests are also visiting the amusement park.

The FAMILY INN website, mobile app and social media all promote the best, guaranteed rate on the hotel's website. A standard room rate is \$199.99, but on the FAMILY INN website it can be reserved for \$179.99. The room rate for the two-bedroom suite is \$299.99, but reduced to \$274.99 on the FAMILY INN website.

Third party websites also offer reservations for FAMILY INN. Each third party website has its own rules and regulations. Once a reservation is made on a third party website, the information is sent to FAMILY INN with details deemed necessary by the third party website.

You made a reservation for a two-bedroom suite at FAMILY INN for three nights via a third party website called CHEAPCHEAPHOTEL.COM. To receive the discounted rate CHEAPCHEAPHOTEL.COM was advertising, you needed to prepay for the stay. You paid \$750.00 in advance; \$250.00/night for three nights in the two bedroom suite. Upon checking in to the hotel with six family members, the front desk manager explained that there were no two-bedroom suites available. CHEAPCHEAPHOTEL.COM did not indicate the reservation was for a two-bedroom suite and FAMILY INN'S suites are fully booked.

You do not realize that the problem is with CHEAPCHEAPHOTEL.COM and not with FAMILY INN. You prepaid to CHEAPCHEAPHOTEL.COM not to FAMILY INN, so the general manager (participant) cannot offer a refund. The general manager (participant) needs to explain the relationship between the hotel and third party websites, explain the different ways guests make reservations on-line and then figure out a solution that will satisfy you.

The general manager (participant) will present a solution to you in a role-play to take place in the manager's (participant's) 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 you stop mistakes like this from happening in the future?
2. Why is it important for you to maintain relationships with third party websites?

Once the general manager (participant) has presented a solution 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.

## JUDGE'S EVALUATION INSTRUCTIONS

### Evaluation Form Information

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 being 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 chairperson 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.



**HOTEL AND LODGING MANAGEMENT  
SERIES, 2016**

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

I.D. Number: \_\_\_\_\_

**JUDGE'S EVALUATION FORM  
SAMPLE SCENARIO 2016**

**INSTRUCTIONAL AREA  
Emotional Intelligence**

Did the participant:

		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
<b>PERFORMANCE INDICATORS</b>						
1.	Explain how guests make reservations on-line?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
2.	Demonstrate negotiation skills?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
3.	Use appropriate assertiveness?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
4.	Use conflict-resolution skills?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
5.	Explain the nature of channel-member relationships?	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>						