



CAREER CLUSTER
Hospitality and Tourism

CAREER PATHWAY
Lodging

INSTRUCTIONAL AREA
Customer Relations

HOTEL AND LODGING MANAGEMENT SERIES EVENT

PARTICIPANT INSTRUCTIONS

PROCEDURES

1. The event will be presented to you through your reading of these instructions, including the Performance Indicators and Event Situation. You will have up to 10 minutes to review this information to determine how you will handle the role-play situation and demonstrate the performance indicators of this event. During the preparation period, you may make notes to use during the role-play situation.
2. You will have up to 10 minutes to role-play your situation with a judge (you may have more than one judge).
3. You will be evaluated on how well you meet the performance indicators of this event.
4. Turn in all your notes and event materials when you have completed the role-play.

PERFORMANCE INDICATORS

1. Demonstrate a customer-service mindset.
2. Handle customer/client complaints.
3. Reinforce service orientation through communication.
4. Use conflict-resolution skills.
5. Determine when a room is available for sale.

EVENT SITUATION

You are to assume the role of front desk manager at RIVERS INN, a moderately priced hotel popular with business travelers. A hotel guest (judge) is upset because the room you assigned the guest (judge) is already occupied by another person. You must remedy the situation to both guests' satisfaction.

RIVERS INN is a small, moderately priced hotel with 65 standard rooms and five suites. The hotel has a small café located in the lobby that sells light fare. Check-in time at the hotel is 2:00 PM and check-out time is 11:00 AM. The average occupancy rate for the hotel is 70%. At times guests are able to check-in to their room early, if clean rooms are available. The front desk workers and the housekeeping staff communicate via a walkie-talkie system to determine which rooms are clean and vacant.

Just five minutes ago, you had an early check-in at the front desk. You assigned the guest (judge) a room that you assumed was vacant. The hotel guest (judge) has returned to the front desk irate. When the guest (judge) entered the hotel room you assigned, the room was already occupied by another guest. Both guests were startled, embarrassed and now mad at the mistake that was made.

You must talk to the angry hotel guest (judge) and find a way to make amends for the mistake. You do not want to lose the hotel guest's (judge's) business nor do you want the guest (judge) to have a negative opinion of RIVERS INN.

You will discuss the situation with the hotel guest (judge) in a role-play to take place at the front desk. The hotel guest (judge) will begin the role-play by asking to hear how the situation will be resolved. After you have discussed the situation with the hotel guest (judge) and have answered the guest's (judge's) questions, the guest (judge) will conclude the role-play by thanking you for your time.

JUDGE'S EVALUATION FORM HLM

DID THE PARTICIPANT:

1. Demonstrate a customer-service mindset?

Little/No Value

0, 1, 2, 3, 4, 5

Attempts to demonstrate a customer-service mindset were inadequate or weak.

Below Expectations

6, 7, 8, 9, 10, 11

Adequately demonstrated a customer-service mindset.

Meets Expectations

12, 13, 14, 15

Effectively demonstrated a customer-service mindset.

Exceeds Expectations

16, 17, 18

Very effectively demonstrated a customer-service mindset.

2. Handle customer/client complaints?

Little/No Value

0, 1, 2, 3, 4, 5

Attempts to handle customer/client complaints were inadequate or weak.

Below Expectations

6, 7, 8, 9, 10, 11

Adequately handled customer/client complaints.

Meets Expectations

12, 13, 14, 15

Effectively handled customer/client complaints.

Exceeds Expectations

16, 17, 18

Very effectively handled customer/client complaints.

3. Reinforce service orientation through communication?

Little/No Value

0, 1, 2, 3, 4, 5

Attempts to reinforce service orientation through communication were weak or incorrect.

Below Expectations

6, 7, 8, 9, 10, 11

Adequately reinforced service orientation through communication.

Meets Expectations

12, 13, 14, 15

Effectively reinforced service orientation through communication.

Exceeds Expectations

16, 17, 18

Very effectively reinforced service orientation through communication.

4. Use conflict-resolution skills?

Little/No Value

0, 1, 2, 3, 4, 5

Attempts to use conflict-resolution skills were inadequate or unclear.

Below Expectations

6, 7, 8, 9, 10, 11

Adequately used conflict-resolution skills.

Meets Expectations

12, 13, 14, 15

Effectively used conflict-resolution skills.

Exceeds Expectations

16, 17, 18

Very effectively used conflict-resolution skills.

5. Determine when a room is available for sale?

Little/No Value

0, 1, 2, 3, 4, 5

Attempts to determine when a room is available for sale were inadequate or weak.

Below Expectations

6, 7, 8, 9, 10, 11

Adequately determined when a room is available for sale.

Meets Expectations

12, 13, 14, 15

Effectively determined when a room is available for sale.

Exceeds Expectations

16, 17, 18

Very effectively determined when a room is available for sale.

6. Overall impression and response to the judge's questions.

Little/No Value

0, 1, 2

Demonstrated few skills; could not answer the judge's questions.

Below Expectations

3, 4, 5

Demonstrated limited ability to link some skills; answered the judge's questions adequately.

Meets Expectations

6, 7, 8

Demonstrated the specified skills; answered the judge's questions effectively.

Exceeds Expectations

9, 10

Demonstrated skills confidently and professionally; answered the judge's questions very effectively and thoroughly.

Judge's Initials _____

TOTAL SCORE _____