

Choice Hotels Hospitality Triathlon

Description	Choice Hotels invites you to participate to their 1 st Hospitality Competition
Purpose	Demonstrate & perform Lodging Management & Hospitality skills.
Eligibility/Entries	<p>3 Students per team: 1 entry per program</p> <p>1 student will Resolve a Customer Complaint 1 student will set a Formal Table Setting 1 student will complete Housekeeping task (Making Bed & Towel Art)</p>
Competencies	C.14, C.17, C.18 C.19, D.21, D.24, E.26, E.27, E.28, E.29, F.35, F.36, G.49, G.50, G.52, G.55, H.64,H.65
Competition Rules	<p>1) The competitor must declare his/her intent to enter this event by registering on the competition registration form by January 23rd, 2024.</p> <p>2) Each team member will demonstrate one skill area: Resolving a Customer Complaint, Setting a Formal Table, and Housekeeping- Making a Bed and towel art.</p> <p>3) Each of the rubrics below will explain details to attain perfect score.</p> <p>The student(s) will bring the following items for each area:</p> <p>Customer Complaint: <u>Bring a typed copy of your created Policy and Procedure to resolve unfound reservation issue.</u> Customer states they made a reservation, may be restaurant or hotel reservation, you are unable to locate the reservation. Follow your written policy and procedure to resolve issue.</p> <p>Formal Table Setting: <u>Bring your menu design and centerpiece and itemized price list of items used to create the centerpiece.</u> Menu and Centerpiece must reflect the theme. "There's No Place like JAG" as well as incorporate the JAG 40th Anniversary. Menu must reflect items listed in the rubric. Centerpiece must be \$5 or under.</p> <p>Housekeeping: <u>Bring 2 pictures, one for each of the towel art designs you plan to make to leave with the judges.</u> Students will be provided queen sheet set including comforter and pillows to make a bed. 4 Hand towels, 2 bath towels, 4 finger towels will be available for students to use to create 2 towel art pieces.</p> <p>Resolving a Customer Complaint 112 points</p> <ol style="list-style-type: none"> Student is given the task to write a policy with the procedures to follow when a customer makes a reservation and the reservation is not found the day customer arrives. Students will have 5 minutes to complete this activity <p>Table Setting: 110 points Place setting will be provided, including tablecloth options</p> <ol style="list-style-type: none"> Student will bring a typed menu based on the following occasion: Jobs for Arizona's Graduates "40th Anniversary" Dinner. Print your menu card and bring to event. Menu must include: Tossed Garden Salad w/ assorted dressings, Penne Chicken Pasta w/ Alfredo Sauce, Mixed Vegetables, Bread Sticks W/ Butter, Bundt Cake, Water, Lemonade, & Ice Tea (Make sure to check on any grammatical errors) List foods in the order they are served and beverage must be listed last. Menu must be typed and printed on 8 ½ X 11 sheet of paper (color& design optional). Must decorate menu according to the theme and it must match your centerpiece. Student must create a centerpiece \$5 or less than in value. Create an itemized list with the included prices for centerpiece. Student will bring their centerpiece to site on day of the competition. Students will be able to choose the table linen and cloth napkin of their choice from the linens provided at site. Color options are: Gold, Red, White, or Royal Blue. Table setting category is formal: Utensils and dishes will be provided with the exception of the centerpiece or menu which student will provide. Arrange silverware, dishes, and napkins appropriately-napkins to left of plate (unless a decorative/creative fold is used), silverware one inch from table edge (will be measured and used in case of a tie), knife blade toward plate. Follow score sheet provided. Round table will be provided. Student will have 10 minutes to complete this activity. <p>Housekeeping: 105 points Materials Provided at Site</p> <ol style="list-style-type: none"> Student will be judged based on the following criteria: <ol style="list-style-type: none"> Lay and secure fitted sheet on top of mattress B.) Lay a flat sheet over mattress and tuck ends appropriately C.) Spread comforter & fold back comforter and flat sheet D) Put pillows into pillow cases & positioning the pillows neatly Student will use towels to create (2) decorative character of choice. Student will have 10 minutes to complete the activity

Hospitality: Resolving a Customer Complaint

Participant Name: _____

Program: _____

Judge Name: _____

PERFECT SCORE	4 POINTS	10 POINTS	15 POINTS	16 POINTS
<p>Greeting Customer 16 pts</p> <ul style="list-style-type: none"> Greeted customer with a warm and friendly demeanor. Very positive body language and eye-contact. Energetic and enthusiastic. Immediately sought to help the customer. 	<p style="text-align: center;">4 POINTS</p> <p>Did not greet the customer. Negative body language and no eye contact. Did not seek to help the customer.</p>	<p style="text-align: center;">8 POINTS</p> <p>Greeted customer. Body language was lacking confidence. Eye contact was made but not held adequately. Slow to offer help to the customer. Hesitant in engaging.</p>	<p style="text-align: center;">12 POINTS</p> <p>Greeted the customer in a friendly way. Good body language and eye-contact. Quickly sought to help the customer.</p>	<p style="text-align: center;">16 POINTS</p> <p>Greeted customer with a warm and friendly demeanor. Very positive body language and eye-contact. Energetic and enthusiastic. Immediately sought to help the customer.</p>
<p>Active Listening 16 pts</p> <ul style="list-style-type: none"> Made eye contact with the customer. Always faced and lent towards them when they were speaking. Gave reassuring gestures; nodding, "yes", "I see", "OK". Asked clarifying questions without interrupting. Showed undivided attention to customer. 	<p style="text-align: center;">4 POINTS</p> <p>Did not face the customer or make eye-contact. Seemed bored and disinterested in what the customer was saying.</p>	<p style="text-align: center;">8 POINTS</p> <p>Faced the customer and made some eye contact. Seemed distracted and not paying complete attention to the customer. Interrupted the customer. Failed to ask clarifying questions.</p>	<p style="text-align: center;">12 POINTS</p> <p>Faced the customer and showed interest in what they were saying. Asked clarifying questions without interrupting.</p>	<p style="text-align: center;">16 POINTS</p> <p>Made eye contact with the customer. Always faced and lent towards them when they were speaking. Gave reassuring gestures; nodding, "yes", "I see", "OK". Asked clarifying questions without interrupting. Showed undivided attention to customer.</p>
<p>Effective Speaking 16 pts</p> <ul style="list-style-type: none"> Consistently used warm, pleasant tone and smiles to add to an already welcoming demeanor. Consistently uses appropriate etiquette and positive word choices. Consistently uses a variety of empathetic responses accurately. Checks-in on customer throughout the interaction 	<p style="text-align: center;">4 POINTS</p> <p>Sounds, bored, cold, may match angry tone of customer. Consistently uses inappropriate etiquette or uses negative word choice. Ignores customer's feelings.</p>	<p style="text-align: center;">8 POINTS</p> <p>Uses indifferent, neutral tone--not friendly welcoming, or warm. Occasionally uses appropriate etiquette and positive word choices. Simply restates customer's words---moves to action too quickly</p>	<p style="text-align: center;">12 POINTS</p> <p>Frequently uses warm, pleasant tone. Frequently uses appropriate etiquette and positive word choices. Frequently uses empathetic responses accurately.</p>	<p style="text-align: center;">16 POINTS</p> <p>Consistently used warm, pleasant tone and smiles to add to an already welcoming demeanor. Consistently uses appropriate etiquette and positive word choices. Consistently uses a variety of empathetic responses accurately, and checks-in on customer throughout the interaction</p>

<p>Verify the Problem 16 pts</p> <ul style="list-style-type: none"> Repeats back the customer's request. Solves problem in a timely manner---takes ownership of the problem(s). States the problem clearly to be confirmed by the customer. Apologize sincerely; as a company representative, you must make a sincere apology to the customer 	<p>4 POINTS</p> <p>Does not repeat the customers concern or acknowledge problem. Fails to speak clearly and loud enough for customer to hear. Does not begin to resolve it in a timely manner. Does not provide apology.</p>	<p>8 POINTS</p> <p>Acknowledges problem but does not repeat. Slow to resolve problem. Speaks clearly for customer but volume is low.</p>	<p>12 POINTS</p> <p>Repeats problem, quick to resolve problem and stated clearly for customer to confirm.</p>	<p>16 POINTS</p> <p>Repeats back the customer's request. Solves problem in a timely manner---takes ownership of the problem(s). States the problem clearly to be confirmed by the customer. Apologize sincerely; as a company representative, you must make a sincere apology to the customer</p>
<p>Explaining Procedure 16 pts</p> <ul style="list-style-type: none"> Provide the judges with a typed copy of the policy and procedure before you begin. 5 or less steps that explains the complaints procedure and confirms that the customer understand. Explains throughout what each step of the process is. 	<p>4 POINTS</p> <p>Does not explain the complaints procedure to the customer. Did not provide judges with written procedure and policy</p>	<p>8 POINTS</p> <p>Explains the procedure in part but does not explain fully what the process is that is being followed.</p>	<p>12 POINTS</p> <p>Explains the complaints procedure to the customer and confirms that they understand</p>	<p>16 POINTS</p> <p>Provide the judges with a typed copy of the policy and procedure before you begin. 5 or less steps that explains the complaints procedure and confirms that the customer understand. Explains throughout what each step of the process is.</p>
<p>Corrective Action 16 pts</p> <ul style="list-style-type: none"> Corrective action agreed upon and undertaken by the employee in consultation with the customer. Appropriate apology made on behalf of the company without labeling blame. 	<p>4 POINTS</p> <p>No corrective action taken in effort to resolve situation. No apology on behalf of the company.</p>	<p>8 POINTS</p> <p>Corrective action identified and apology made. Lacking consultation and addressing issue meaningfully.</p>	<p>12 POINTS</p> <p>Corrective action identified and appropriate apology made of behalf of the company. Lacked consultation with customer but addresses issue.</p>	<p>16 POINTS</p> <p>Corrective action agreed upon and undertaken by the employee in consultation with the customer. Appropriate apology made on behalf of the company without labeling blame.</p>
<p>Thank the Customer 16 pts</p> <ul style="list-style-type: none"> Thanked the customer for their patience and feedback with a warm and friendly demeanor. Be Energetic, enthusiastic, polite, and attentive Very positive body language and eye-contact. Verify that the customer has a reliable contact number, in case further issues arrive. Wait for customer to dismiss them self. 	<p>4 POINTS</p> <p>Does not thank the customer. Does not provide verify the customer has a reliable contact number, in case of further issues. Demeanor was not polite or attentive. Dismissed customer by walking away before customer.</p>	<p>8 POINTS</p> <p>Thank the customer. Body language was lacking confidence. Eye contact was made but not held adequately. Slow to thank the customer. Quick to dismiss the customer and move on.</p>	<p>12 POINTS</p> <p>Thanked the customer in a friendly way. Good body language and eye-contact. Quickly sought to dismiss the customer.</p>	<p>16 POINTS</p> <p>Thanked the customer for their patience and feedback with a warm and friendly demeanor. Very positive body language and eye-contact. Verify that the customer has a reliable contact number, in case further issues arrive. Energetic, enthusiastic, polite, and attentive. Wait for customer to dismiss them self.</p>

Total Points: 112

Hospitality – Table Setting Rubric

Participant Name: _____

Program: _____

Judge Name: _____

Judging Criteria	Points	Score & Comments
<p>Idea & Harmony:</p> <ul style="list-style-type: none"> Theme carried out in color selection, menu, and centerpiece 5 pts Attractive Appearance: Centerpiece, Menu, and Table Linen blend in color to give an. 5 Pts Menu is provided and visible 5 pts 	15 Pts	
<p>Table Service:</p> <ul style="list-style-type: none"> Tableware is correctly set. Dishes, glassware, silver, and napkins placed according to rules. <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>The following rules for setting a table correspond to the numbers seen in the table setting illustration below.</p> <ol style="list-style-type: none"> The flatware, plate, and napkin should be one inch from the edge of the table. The plate is always in the center of the place setting. The dinner fork is placed at the left of the plate. If a salad fork is used, it is placed to the left of the dinner fork. The napkin is placed to the left of the fork, with the fold on the left (unless a decorative/creative fold is used). The napkin may also go under a fork or on top of the plate. The knife is placed to the right of the plate with the sharp blade facing in towards the plate. The teaspoon is placed to the right of the knife. If a soup spoon is needed, it is placed to the right of the teaspoon. The soup bowl may be placed on the dinner plate. The drinking glass is placed at the tip of the knife. If salad, bread and/or dessert plate(s) — or bowl(s) — is used, place at the top of the fork(s). The cup or mug is placed to the top right of the spoons. <p><i>Note: Only the utensils needed are placed on the table.</i></p> </div> <div style="text-align: center;"> </div> <p>Arrange silverware, dishes, and napkins appropriately-napkins to left of plate (unless a decorative/creative fold is used), silverware one inch from table edge (will be measured and used in case of a tie), knife blade toward plate.</p> <ul style="list-style-type: none"> 25 Pts 	25 Pts	
<p>Menu:</p> <ul style="list-style-type: none"> Menu is printed on 8 ½ X 11 sheet of Paper. 5 Pts Menu is easy to read and grammatically correct 10 Pts Food is listed properly: Menu must include: Tossed Garden Salad w/ assorted dressings, Penne Chicken Pasta w/ Alfredo Sauce, Mixed Vegetables, Bread Sticks W/ Butter, Bundt Cake, Water, Lemonade, & Ice Tea 10 Pts “ There’s No Place Like JAG” & 40th Anniversary is the clear theme of the menu 10 Pts 	35 Pts	
<p>Centerpiece:</p> <ul style="list-style-type: none"> Provided Itemized list of materials used for centerpiece. 10 pts Total cost was \$5 and under 10 pts Theme is visible by looking at the centerpiece 15 pts 	35 Pts	

Total Score:	110 Pts Total	
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Hospitality Rubric – Housekeeping

Participant Name: _____ **Program:** _____ **Judge:** _____

	15 pts Independent -	12 pts Independent Modified	9 pts Verbal Assistance	6 pts Physical Assistance	3 pts Demonstration
Lay fitted sheet on top of mattress - Find fitted sheet - Lay on top of mattress - Turn long ways	Student lays fitted sheet on top of mattress without staff assistance; DID NOT use picture prompts.	Student lays fitted sheet on top of mattress without staff assistance but DID use picture prompts.	Student lays fitted sheet on top of mattress with verbal prompting.	Student lays fitted sheet on top of mattress with physical assistance from staff.	Student requires demonstration to lay fitted sheet on top of mattress.
Secure fitted sheet on mattress - Find seams - Line up seams with each corner of mattress - Check that the fitted sheet is on snugly	Student secures fitted sheet on mattress without staff assistance; DOES NOT use picture prompts.	Student secures fitted sheet on mattress without staff assistance but DOES use picture prompts.	Student secures fitted sheet on mattress with verbal prompting.	Student secures fitted sheet on mattress with physical assistance from staff.	Student requires demonstration to secure fitted sheet on mattress.
Lay flat sheet over mattress - Find flat sheet - Lay it on mattress long ways	Student lays flat sheet over mattress without staff assistance; DOES NOT use picture prompts.	Student lays flat sheet over mattress without staff assistance but DOES use picture prompts.	Student lays flat sheet over mattress with verbal prompting.	Student lays flat sheet over mattress with physical assistance from staff.	Student requires demonstration to lay flat sheet over mattress.
Tuck flat sheet - Tuck bottom - Tuck one side - Tuck opposite side - Smooth out creases	Student tucks flat sheet without staff assistance; DOES NOT use picture prompts.	Student tucks flat sheet without staff assistance but DOES use picture prompts.	Student tucks flat sheet with verbal prompting.	Student tucks flat sheet with physical assistance from staff.	Student requires demonstration to tuck flat sheet.
Spread comforter - Find comforter - Lay it on bed long ways - Make sure both sides are even	Student spreads comforter without staff assistance; DOES NOT use picture prompts.	Student spreads comforter without staff assistance but DOES use picture prompts.	Student spreads comforter with verbal prompting.	Student spreads comforter with physical assistance from staff.	Student requires demonstration to spread comforter.
Put pillows into pillow cases & Position the pillows - Make sure pillow is all the way in case - Place pillows at head of bed - Make sure they are centered	Student positions pillows without staff assistance; DOES NOT use picture prompts.	Student positions pillows without staff assistance but DOES use picture prompts.	Student positions pillows with verbal prompting.	Student positions pillows with physical assistance from staff.	Student requires demonstration to position pillows.

Towels Fold - Make sure to fold towels neatly - Contestant has a towel art	Student folds towels without staff assistance; DOES NOT use picture prompts.	Student folds towels without staff assistance but DOES use picture prompts.	Student folds towels with verbal prompting.	Student folds towels with physical assistance from staff.	Student requires demonstration to fold towels.
Total Points	105 pts				