

Choice Hotels Hospitality Triathlon

Description	Competitors will compete by completing simulated hospitality tasks in a professional and proper manner.
Purpose	To demonstrate and perform Lodging Management & Hospitality skills.
Eligibility & Entry	<p>Three competitors per entry; One entry per Chapter</p> <p>1 competitor will Resolve a Customer Complaint</p> <p>1 competitor will set a Formal Table Setting</p> <p>1 competitor will complete Housekeeping (Making Bed & Towel Art)</p> <p>The chapter must register their competitors for this competition via the registration form by the registration date.</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
Rules	<ol style="list-style-type: none"> 1. The competitor must declare his/her intent to enter this event by registering on the competition registration form by the registration deadline. 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. 3. Each of the rubrics below will explain details to attain perfect score. <p>The competitor(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, (restaurant/hotel reservation) and you are unable to locate the reservation. Follow your written policy and procedure to resolve the 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. <i>"Inspire! Influence! Impact!"</i> The menu must reflect items listed in the rubric. The 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> Competitors will be provided with a queen sheet set including comforter and pillows to make a bed. 4 Hand towels, 2 bath towels, 4 finger towels will be available for competitors to use to create 2 towel art pieces.</p> <p>Resolving a Customer Complaint</p>



1. The competitor is given the task of writing a policy with the procedures to follow when a customer makes a reservation, and the reservation is not found the day customer arrives.
2. Competitors will have 5 minutes to complete this activity

Table Setting (Place setting will be provided, including tablecloth options)

1. Competitor will bring a typed menu based on the following occasion: ***"Inspire! Influence! Impact!"*** Dinner. Print your menu card and bring it to the event.
2. 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, & Iced Tea (Make sure to check on any grammatical errors) List foods in the order they are served, and beverages must be listed last.
3. Menu must be typed and printed on 8 ½ X 11 sheet of paper (color& design optional). They must decorate the menu according to the theme and it must match your centerpiece.
4. The Competitor must create a centerpiece \$5 or less in value. Create an itemized list with the included prices for centerpiece.
5. The Competitor will bring their centerpiece to site on day of the competition.
6. Competitors 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, Black, or Royal Blue.
7. The table setting category is formal: Utensils and dishes will be provided with the exception of the centerpiece or menu which competitor will provide.
8. 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.
9. A round table will be provided.
10. The competitor will have 10 minutes to complete this activity.

Housekeeping (Materials Provided at Site)

1. Competitor will be judged based on the following criteria:
 - a. 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 pillowcases & positioning the pillows neatly
 - b. The Competitor will use towels to create (2) decorative character of choice.
 - c. The Competitor will have 10 minutes to complete the activity

Resolving a Customer Complaint

Competitor Name: _____

Program Name: _____

Judge Name: _____

Directions: Score the competitor in each category according to how well they performed, on a scale of 1-8 points, using the score brackets below. Add the sum of points earned into the "Total Points" box.

Judging Criteria	Excellent 8 points	Good 6 points	Fair 4 points	Poor 2 points	Points earned
Verify the Problem <ul style="list-style-type: none"> Repeats back the customer's request Solves problem in a timely manner Takes ownership of the problem(s) State the problem clearly to the customer Apologize sincerely to the customer 	<p>The competitor greeted the 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>Greeted the customer in a friendly way. Good body language and eye-contact. Quickly sought to help the customer</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>Did not greet the customer. Negative body language and no eye contact. Did not seek to help the customer.</p>	
Active Listening <ul style="list-style-type: none"> Made eye contact with the customer Always faced and lent towards customer when they were speaking Gave reassuring gestures Asked clarifying questions without interrupting Showed undivided attention to customer 	<p>Competitor made eye contact with the customer. Always faced and lent towards them when they were speaking. Competitor gave reassuring gestures; nodding, "yes", "I see", "OK". Asked clarifying questions without interruption. Showed undivided attention to the customer.</p>	<p>The Competitor faced the customer and showed interest in what they were saying. Asked clarifying questions without interruption.</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>Did not face the customer or make eye-contact. Seemed bored and disinterested in what the customer was saying.</p>	
Effective Communication <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. 	<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</p>	<p>Frequently uses warm, pleasant tone. Frequently uses appropriate etiquette and positive word choices. Frequently uses empathetic responses accurately.</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>Sounds, bored, cold, may match angry tone of customer. Consistently uses inappropriate etiquette or uses negative word choice. Ignores customer's feelings.</p>	

<ul style="list-style-type: none"> Checks-in on customer throughout the interaction 	<p>empathetic responses accurately, and checks-in on customer throughout the interaction</p>				
<p>Verify the Problem</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>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 to the customer</p>	<p>Repeats problem, quick to resolve problem and stated clearly for customer to confirm.</p>	<p>Acknowledges problem but does not repeat. Slow to resolve the problem. They Speak clearly for customer, but volume is low.</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.</p> <p>Does not provide an apology.</p>	
<p>Explaining Procedure</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 explain the complaints procedure and confirm that the customer understands Explains throughout what each step of the process is 	<p>Provide the judges with a typed copy of the policy and procedure before you begin. 5 or less steps that explain the complaints procedure and confirm that the customer understands. Explains throughout what each step of the process is.</p>	<p>Explains the complaints procedure to the customer and confirms that they understand.</p>	<p>Explains the procedure in part but does not explain fully what the process is that is being followed.</p>	<p>Does not explain the complaints procedure to the customer. Did not provide judges with written procedure and policy</p>	
<p>Corrective Action</p> <ul style="list-style-type: none"> Provide the judges with a typed copy of the policy and procedure before you begin 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>Corrective action agreed upon and undertaken by the employee in consultation with the customer. An appropriate apology made on behalf of the company without labeling blame.</p>	<p>Corrective action identified and appropriate apology made on of behalf of the company. Lacked consultation with customer but addresses issue.</p>	<p>Corrective action identified and apology made. Lacking consultation and addressing issue meaningfully.</p>	<p>No corrective action taken in effort to resolve situation. No apology on behalf of the company.</p>	
<p>Thank the Customer</p> <ul style="list-style-type: none"> Provide the judges with a typed copy of the policy and procedure before you begin Thanked the customer for their patience and feedback with 	<p>Thanked the customer for their patience and feedback with a warm and friendly demeanor. Very positive body language and eye-contact.</p>	<p>Thanked the customer in a friendly way. Good body language and eye-contact. Quickly sought to dismiss the customer.</p>	<p>Thank the customer. Body language was lacking confidence. Eye contact was made but not held adequately. Slow to thank the customer.</p>	<p>Does not thank the customer. Does not provide verify the customer has a reliable contact number, in case of further issues. The demeanor was not polite or attentive. Dismissed</p>	



JOBS FOR
ARIZONA'S
GRADUATES

<p>a warm and friendly demeanor. Be Energetic, enthusiastic, polite, and attentive</p> <ul style="list-style-type: none"> • Verify that the customer has a reliable contact number, in case further issues arise • Wait for the customer to dismiss themselves. 	<p>Verify that the customer has a reliable contact number, in case further issues arise. Energetic, enthusiastic, polite, and attentive. Wait for the customer to dismiss themselves.</p>		<p>Quickly dismiss the customer and move on.</p>	<p>customer by walking away before customer.</p>	
					Total Points

Table Setting

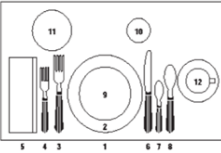
Competitor Name: _____

Program Name: _____

Judge Name: _____

Directions: Score the entry on a scale of 1-5 points in each row according to how well it performed. Add the sum of points earned into the “Total Points” box.

Judging Criteria	Points Earned	Comments
Idea & Theme		

<ul style="list-style-type: none"> • Theme carried out in color selection, menu, and centerpiece 		
<ul style="list-style-type: none"> • Attractive Appearance: Centerpiece, Menu, and Table Linen blend and compliment with color 		
<ul style="list-style-type: none"> • Menu is provided and visible 		
<h3>Table Service</h3>		
<ul style="list-style-type: none"> • Tableware is correctly set. Dishes, glassware, silver, and napkins placed according to the following guide: <div data-bbox="205 592 772 873" style="border: 1px solid black; padding: 5px;"> <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"> 1. The flatware, plate, and napkin should be one inch from the edge of the table. 2. The plate is always in the center of the place setting. 3. The dinner fork is placed at the left of the plate. 4. If a salad fork is used, it is placed to the left of the dinner fork. 5. 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. 6. The knife is placed to the right of the plate with the sharp blade facing in towards the plate. 7. The teaspoon is placed to the right of the knife. 8. If a soup spoon is needed, it is placed to the right of the teaspoon. 9. The soup bowl may be placed on the dinner plate. 10. The drinking glass is placed at the top of the knife. 11. If salad, bread and/or dessert plate(s) — or bowl(s) — is used, place at the top of the fork(s). 12. 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> <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>		
<h3>Menu</h3>		
<ul style="list-style-type: none"> • Menu is printed on 8 ½" x 11" sheet of Paper. 		
<ul style="list-style-type: none"> • Menu is easy to read and grammatically correct 		
<ul style="list-style-type: none"> • 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, & Iced Tea 		
<ul style="list-style-type: none"> • "Inspire! Influence! Impact!" is the clear theme of the menu 		

Centerpiece		
<ul style="list-style-type: none"> • Provided Itemized list of materials used for centerpiece. 		
<ul style="list-style-type: none"> • Total cost was \$5 and under 		
<ul style="list-style-type: none"> • Theme is visible by looking at the centerpiece 		
Total Points		

Housekeeping

Competitor Name: _____

Program Name: _____

Judge Name: _____

Directions: Score the competitor in each category according to how well they performed, on a scale of 1-10 points, using the score brackets below. Add the sum of points earned into the “Total Points” box.

Judging Criteria	Excellent 10 points	Good 8 points	Fair 6 points	Satisfactory 4 points	Poor 2 points	Points earned
Lay Fitted Sheet <ul style="list-style-type: none"> • Find fitted sheet • Lay on top of mattress • Turn long ways 	Competitor lays fitted sheet on top of mattress without staff assistance; DID NOT use picture prompts.	Competitor lays fitted sheet on top of mattress without staff assistance but DID use picture prompts.	Competitor lays fitted sheet on top of mattress with verbal prompting.	Competitor lays fitted sheet on top of mattress with physical assistance from staff.	Competitor requires demonstration to lay fitted sheet on top of mattress.	

<p>Secure Fitted Sheet to Mattress</p> <ul style="list-style-type: none"> • Find seams • Line up seams with each corner of mattress • Check that the fitted sheet is on snugly 	<p>Competitor secures fitted sheet on mattress without staff assistance; DOES NOT use picture prompts.</p>	<p>Competitor secures fitted sheet on mattress without staff assistance but DOES use picture prompts.</p>	<p>Competitor secures fitted sheet on mattress with verbal prompting.</p>	<p>Competitor secures fitted sheet on mattress with physical assistance from staff.</p>	<p>Competitor requires demonstration to secure fitted sheet on mattress.</p>	
<p>Lay Flat Sheet over Mattress</p> <ul style="list-style-type: none"> • Find flat sheet • Lay it on mattress long ways 	<p>Competitor lays flat sheet over mattress without staff assistance; DOES NOT use picture prompts.</p>	<p>Competitor lays flat sheet over mattress without staff assistance but DOES use picture prompts.</p>	<p>Competitor lays flat sheet over mattress with verbal prompting.</p>	<p>Competitor lays flat sheet over mattress with physical assistance from staff.</p>	<p>Competitor requires demonstration to lay flat sheet over mattress.</p>	
<p>Tuck Flat Sheet</p> <ul style="list-style-type: none"> • Tuck bottom • Tuck one side • Tuck opposite side • Smooth out creases 	<p>Competitor tucks flat sheet without staff assistance; DOES NOT use picture prompts.</p>	<p>Competitor tucks flat sheet without staff assistance but DOES use picture prompts.</p>	<p>Competitor tucks flat sheet with verbal prompting.</p>	<p>Competitor tucked flat sheet with physical assistance from staff.</p>	<p>Competitor required demonstration to tuck flat sheet.</p>	
<p>Spread Comforter</p> <ul style="list-style-type: none"> • Find comforter • Lay it on bed long ways • Make sure both sides are even 	<p>Competitor spreads comforter without staff assistance; DOES NOT use picture prompts.</p>	<p>Competitor spread the comforter without staff assistance but DOES use picture prompts.</p>	<p>Competitor spread the comforter with verbal prompting.</p>	<p>Competitor spread the comforter with physical assistance from staff.</p>	<p>The competitor required demonstration to spread comforter.</p>	
<p>Put Pillows into Pillowcases & Position Pillows</p> <ul style="list-style-type: none"> • Make sure pillow is all the way in case • Place pillows at head of bed • Make sure they are centered 	<p>Competitor positions pillows without staff assistance; DOES NOT use picture prompts.</p>	<p>Competitor positions pillows without staff assistance but DOES use picture prompts.</p>	<p>Competitor positions pillows with verbal prompting.</p>	<p>Competitor positions pillows with physical assistance from staff.</p>	<p>The competitor required demonstration to position pillows.</p>	
<p>Towel Folding</p> <ul style="list-style-type: none"> • Make sure to fold towels neatly 	<p>Competitor folds towels without staff assistance; DOES NOT use picture prompts.</p>	<p>Competitor folds towels without staff assistance but DOES use picture prompts.</p>	<p>Competitor folds towels with verbal prompting.</p>	<p>Competitor folds towels with physical assistance from staff.</p>	<p>The competitor required a demonstration to fold towels.</p>	



JOBS FOR
ARIZONA'S
GRADUATES

• Contestant has a towel art						
					Total Points	