

The Hospitality 101 Competitive Event is a State Event conducted at the NJ FCCLA State Leadership Conference. It is an *individual* event that introduces students to the hospitality industry. It consists of three parts: a **pre-event interview**, a **knowledge test**, and a **restaurant serving simulation**.

NEW JERSEY CORE CURRICULUM STANDARDS

- RI.11-12.7 Integrate and evaluate multiple sources of information presented in different media or formats (e.g., visually, quantitatively) as well as in words in order to address a question or solve a problem.
- SL.11-12.4 Present information, findings, and supporting evidence, conveying a clear and distinct perspective, such that listeners can follow the line of reasoning, alternative or opposing perspectives are addressed, and the organization, development, substance, and style are appropriate to purpose, audience, and a range of formal and informal tasks.
- SL.11-12.6 Adapt speech to a variety of contexts and tasks, demonstrating a command of formal English when indicated or appropriate.
- SL.11-12.1c Propel conversations by posing and responding to questions that probe reasoning and evidence; ensure a hearing for a full range of positions on a topic or issue; clarify, verify, or challenge ideas and conclusions; and promote divergent and creative perspectives.
- 9.3.HT-RFB.2 Demonstrate safety and sanitation procedures in food and beverage facilities.
- 9.3.HT-RFB.8 Implement standard operating procedures related to food and beverage production and guest service.
- 9.3.HT-RFB.10 Apply listening, reading, writing and speaking skills to enhance operations and customer service in food and beverage service facilities.

CAREER READY PRACTICES

- ✓ Apply appropriate academic and technical skills.
- ✓ Act as a responsible and contributing citizen and employee.
- ✓ Employ valid and reliable research strategies.
- ✓ Model integrity, ethical leadership and effective management.
- ✓ Communicate clearly and effectively with reason.
- ✓ Demonstrate creativity and innovation.
- ✓ Utilize critical thinking to make sense of problems and persevere in solving them.

NATIONAL STANDARDS FOR FAMILY AND CONSUMER SCIENCES

- 8.7.2 Demonstrate quality service techniques and procedures that meet industry standards in the food service industry.
- 8.7.3 Analyze the relationship between employee attitude and skills and customer service.
- 8.7.4 Apply procedures for addressing and resolving complaints.
- 10.1.1 Explain the roles and functions of individuals engaged in hospitality, tourism, and recreation careers.
- 10.2.1 Explain the importance of safety, security and environmental issues related to the hospitality, tourism, and recreation industries.
- 10.3.1 Apply industry standards for service methods that meet expectations of guests or customers.

EVENT CATEGORY

Junior: Participants in grades 6-9

Senior: Participants in a comprehensive program in grades 10-12

Occupational: Participants in an occupational program in grades 10-12

ELIGIBILITY

1. Participation is open to any affiliated FCCLA member.
2. Each Chapter may submit one (1) participant for every twelve (12) affiliated chapter members with a maximum of two (2) participants per event category.
3. An entry is defined as one (1) participant.
4. An event category is determined by a member's grade in school and affiliation status and type of Family and Consumer Sciences program.

PROCEDURES & REGULATIONS

1. Prior to the State Leadership Conference, Hospitality 101 participants must conduct a field observation/ interview on-site at a local restaurant/establishment. The purpose of this interview is for students to understand the scope of the hospitality industry as it relates to food service and appreciate the training and skills necessary to become successful in this field. Each participant must complete an interview that has a minimum of five (5) questions; three (3) questions are provided to launch the interview process, and at least two (2) questions should be of the participant's own choosing. A photo of the interview must be included in the file folder. The Field Observation//Interview Summary page must be completely filled out, and the information from the interview must be typed and submitted at the testing site prior to the Opening General Session at the State Leadership Conference.
2. Prior to the competition, the participant should visit the New Jersey FCCLA web site at www.fcclanj.org and visit the competitive events section. View sample videos for more information about hospitality standards.
3. Each participant must submit three (3) stapled sets of the interview in one (1) *letter-sized* file folder at the testing site prior to the Opening General Session at the State Leadership Conference. The folder must be labeled on the front cover, upper left corner as follows:
 - A. Participant Name
 - B. School Name
 - C. Chapter Name
 - D. Event Name (Hospitality 101)
 - E. Event Category
4. Each participant will be given twenty (20) minutes to complete an objective examination about the Hospitality Industry. The test will be given separate from the simulation. Participants will not be allowed to bring in pre-written notes or reference materials to the test site. No talking will be permitted by participants once the test has been started. The test may be given either electronically or on paper. Business attire or Competition attire is required for the test.
5. Each participant will have fifteen (15) minutes for the restaurant-serving simulation portion of the event, which will consist of:

- Setting the table	- Clearing the table
- Seating the guests	- Presentation of check
- Introduction and presentation of menu	- Responses to judges' questions
- Taking the order	- Serving food and beverage
- Proper charges for food and tax and totaling of guests' charges	
6. Each participant will provide personal uniform, proper shoes, appropriate hair covering, and/or restraint.
7. NJ FCCLA will provide the following items:

- Cloth table coverings and cloth napkins	- Food and beverages available on menu
- Dishware, flatware, glassware	- Condiments
- Menu	
8. Each participant will be responsible for setting the table and serving the items ordered by the judges.

9. After seating the judges, who are the guests, participant will begin the serving process by offering a menu, taking beverage orders, etc. Participant should consider the appropriate sequence of courses.
10. This is a simulation of food service and hospitality. The menu items will be food models.
11. The participant must respond to the service needs of their customers. The participant, who is acting as a server, must pay attention to the verbal and non-verbal communication, as well as the actions of their guests/ judges. Customer service is a priority.
12. Each participant is required to clean the work area in preparation for other participants.
13. Tax should be added to the check at the rate of 7% and gratuity at the rate of 18%.
14. Following the event, judges will question the participant for approximately five (5) minutes. Participant must be able to answer scenario questions that may include but are not limited to health and safety.
15. See GENERAL INFORMATION AND RULES in these guidelines.

HOSPITALITY 101 SPECIFICATIONS

File Folder

Each participant will submit one (1) letter size file folder containing three (3) identical sets, with each set stapled separately, of the items listed below at the testing site during the State Leadership Conference. The file folder must be labeled on the front cover, upper left corner as follows:

- Participant Name
- School Name
- Chapter Name
- Event Name (Hospitality 101)
- Event Category

Project Identification Page	One 8½” x 11” page on plain paper, participant must include name, school name, chapter name, event name (Hospitality 101), event category.
Field Observation/Interview Summary	Completely fill out the Field Observation/Interview Summary page. On one additional 8½” x 11” page on plain paper, type the questions and responses to a minimum of five (5) interview questions.
Photo	A photo of the interview must be included to verify an on-site meeting with a restaurant manager.

Written Objective Test

Each participant will be given twenty (20) minutes to complete an objective examination about the Hospitality Industry. The test will be given separate from the simulation and location will be announced in the program. Participants will not be allowed to bring in pre-written notes or reference materials to the test site. No talking will be permitted by participants once the test has been started. The test may be given either electronically or on paper. The test given will include specific category appropriate questions. Business attire or Competition attire is required for the test.

Written Objective Test	The test will include all aspects of the hospitality industry, “front of the house” jobs and customer service.
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Personal Characteristics

Students will role-play as a server in a food service operation, using professionalism and hospitality industry standards.

Personal Appearance	Clean and well-groomed with appropriate attire.
Oral Presentation	Speak clearly with appropriate pitch, tempo and volume. Use appropriate body language including gestures, posture, mannerisms and eye contact. Use proper grammar and pronunciation.

Demonstration/Job Performance

Students will simulate a restaurant's food service operation. The demonstration is not to exceed fifteen (15) minutes.

Set Table	Accurate table setting according to the menu.
Seating	Politely greet and seat guests.
Taking Order	Record food and beverage order accurately.
Serving	Serve food correctly and elegantly. Good use of time allotted. Enthusiastic with a positive work ethic.
Safety and Sanitation	Proper precautions for health, safety and sanitation are followed. Clean and organized work area.
Check	Accurate food charges incorporating tax and tip.
Customer Service	Overall job performance meets customer expectations, using good judgment.
"Responding to Cues"	Appropriate responses to verbal and non-verbal communication to meet customer service needs.
Response to Evaluators' Questions	Provide clear and concise answers to evaluators' questions regarding subject matter. Demonstrates knowledge of Hospitality expectations and careers.

Field Observation/Interview Summary

Name of Participant _____

School Name _____

Chapter Name _____

Visit a reputable restaurant for the purpose of observing the “front of the house” jobs. Make an appointment in advance; avoid peak business hours. Upon arrival, explain your objectives to the manager on duty. Dress appropriately for a business setting and interview the manager on duty. Include a photo of the interview. Ask a minimum of 5 questions that include the following:

- 1. What type of training is needed in order to become an excellent server?*
- 2. How does your business maintain quality of service and satisfy customer needs?*
- 3. What opportunities do you give your employees to become leaders in their field and customer-focused employees?*

Name of Restaurant/Establishment _____

Address of the Restaurant/Establishment _____

Date of Visitation _____

Signature of the Manager on Duty _____

I have met and discussed with the student listed above, and can guarantee that the referenced interview at the listed restaurant took place.

Printed Name of Chapter Adviser

Signature of Chapter Adviser

Please type and attach the questions and responses
on one (1) additional page.

HOSPITALITY 101 RATING SHEET

Name _____ School _____

Check One Event Category: _____ Junior _____ Senior _____ Occupational

Write the appropriate rating under the "SCORE" column. Points given may range between 0 and the maximum number indicated. Where information is missing, assign a score of 0. Total points and enter under "TOTAL SCORE."

Evaluation Criteria	Very					Score	Comments
	Poor	Fair	Good	Good	Excellent		
FILE FOLDER							
Restaurant Interview: Complete with interesting questions Neat, legible, Cover Page signed & verified	0-3	4-6	7-9	10-12	13-15		
OBJECTIVE TEST							
Written Objective Test	0-2	3-4	5-6	7-8	9-10		
PERSONAL CHARACTERISTICS							
Personal Appearance: Clean, well-groomed with appropriate attire	0-1	2	3	4	5		
Oral Presentation: Poised, polite, and pleasant in verbal and non-verbal communication using proper grammar and pronunciation	0-2	3-4	5-6	7-8	9-10		
DEMONSTRATION/JOB PERFORMANCE							
Table Setting: Neat and appropriate	0-1	2	3	4	5		
Greeting and Seating: Politely greet and seat guests	0-1	2	3	4	5		
Serving: Appropriate presentation and removal of food, beverage items and table appointments, good use of time allotted. Enthusiastic with a positive work ethic	0-1	2	3	4	5		
Safety and Sanitation: Use and awareness of proper health, safety and sanitation procedures. Clean work area and good care of equipment	0-2	3-4	5-6	7-8	9-10		
Check: Guest check legible; accurate account of charges, tax and tip	0-2	3-4	5-6	7-8	9-10		
Customer Service: Job performance; meets customer expectations, using good judgment	0-2	3-4	5-6	7-8	9-10		
"Responding to Cues": Intuitive of guests needs with appropriate action	0-1	2	3	4	5		
Responses to Evaluators' Questions	0-2	3-4	5-6	7-8	9-10		

Total Score _____

Verification of Total Score (please initial)

Evaluator _____

Room Consultant _____

Lead Consultant _____

Circle Rating Achieved:

Gold: 90-100

Silver: 79-89

Bronze: 70-78