

OHIO FCCLA Lodging Event



Meeting Event Set-up Competencies

DESCRIPTION OF EVENT:

Teams comprised of 2-3 participants will prepare a meeting room according to a BEO. Once completed and scored, the team will be presented with a scenario from the judges to redesign the set-up in a manner that best match the guest's changing needs.

This skill event supports and integrates the following Hospitality and Tourism Lodging pathway competencies:

Hospitality and Tourism Core Body of Knowledge

- 2.1 Read to acquire meaning from written material.
- 2.3 Apply active listening skills.
- 2.4 Use verbal skills.
- 2.7 Communicate with co-workers and supervisors.
- 3.1 Foster positive relationships with customer to enhance company image.
- 3.2 Respond appropriately to customers to foster positive relationships.
- 5.11 Apply problem-solving techniques to obtain solutions to issues/questions.
- 5.12 Manage stressful situations.
- 5.13 Implement teamwork techniques.
- 13.1 Adhere to health and safety regulations.
- 13.2 Follow safety procedures.
- 13.3 Apply sanitation procedures.
- 13.4 Develop policies, strategies and procedures needed to protect employee and customer safety.
- 14.1 Acquire self-development skills.
- 14.3 Implement time management skills.

Lodging and Travel Services Pathway

- 36.4 Provide table service.
- 36.5 Perform side work.
- 36.6 Set up meeting and banquet rooms.
- 41.1 Explain types of meetings.
- 41.2 Determine attendee's needs and interests.
- 41.6 Evaluate the role of the resume and/or the banquet event order (BEO).
- 41.8 Determine requirements for room setups.

Meeting Event Set Up

ELIGIBILITY:

1. Participants are an affiliated member of the state and national FCCLA organizations.
2. Participants are enrolled in a Hospitality and Tourism Program with either a Lodging or Culinary and Foodservice Operations Pathway.

PURPOSES:

1. To prepare a meeting room according to a BEO (Banquet Event Order) which meets industry standards.
2. To efficiently and effectively strategize and implement turning over of a meeting room to a new design by anticipating guest needs.
3. To apply safety and sanitation procedures in preparing meeting rooms.
4. To effectively problem solve within a team environment.
5. To demonstrate industry-standards for professionalism in appearance and communication.
6. To demonstrate foundation knowledge of a banquet set-up employee.

RESOURCES

American Hotel & Lodging Association Educational Institute. Skills, Tasks And Results Training (START), 2003.
Ohio Department of Education. (2007). Lodging and Travel Services Content Standards www.ode.state.oh.us

RULES:

1. This is a team event, consisting of two or three participants on a team. Teams of different sizes follow the same rules, timing, and scoring.
2. If a team of three who qualifies for state conference loses a member, the remaining two members may compete at state conference. They may not replace the teammate. An entry of one individual may not compete at either regional rally or state conference.
3. The rally site will provide equipment and supplies.
4. Ohio FCCLA will provide potential BEO's for the initial set up (referred to as "BEO set-up). The scenario for the change order set-up will not be provided in advance.
5. All participants at the same rally will receive the same BEO and the same change order.
6. For each component of the event, time begins once team receives BEO, receives scenario, and is directed to breakdown. Demonstration times are exact; questioning and scoring times are approximates.
7. Participants will be stopped at designated times for evaluation.
8. Participants must be dressed and groomed to industry standards for a banquet set-up employee.
9. Participants will breakdown set-up and properly store supplies and equipment to designated areas.
10. This activity is closed to observers.

TIMING FOR EVENT

BEO Set-up	20 min
Foundation Questions & Scoring	10 min
Scenario Delivery	15 min
Change Order Set Up	
Application Questions & Scoring	10 min
Breakdown	10 min
TOTAL TIME for Event	65 min

SUPPLIES AND EQUIPMENT

Supplied by the participant

Dry hand wash sanitizer

Supplied by the rally site

BEO	36 water glasses
8 six-foot folding tables	8 water pitchers
Table skirting with clips	26 small notepads
12 eight-foot tablecloths	26 writing utensils
Podium	Portable cart
26 chairs	

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PROCEDURES:

To successfully complete the Meeting Event Set-up Skill Event the participant will:

1. Read the event and the rating sheets thoroughly. Practice the BEO set-ups (provided) prior to the skill event competition with your teammate(s). Shadow banquet set-up personnel at a local hotel. Familiarize students with the questions and answers sheet (attached) to respond to foundation information on banquet set-up. Understand how various types of meetings lend to different set-up styles/configurations. Develop potential scenarios for changing over a set-up, practice them and practice explaining your strategy in solving them. Improve communication, problem-solving skills and efficiency. (A sample scenario is provided.)
2. Present a professional appearance: Adhere to conservative banquet set-up standards for hygiene and grooming. Wear industry standard banquet set-up uniforms and assure consistency between all team members.
3. Check in at least 30 minutes before scheduled event.
4. Introduce yourselves to the judges and receive BEO.
5. Set room to BEO within allotted time (20 minutes).
6. Respond to judges' foundation questions. The judges will ask five questions from the provided study guide.
7. Allow judges time to score set-up, but remain in the room.
8. Read the scenario (provided by judges) and hand one copy to a participant. During this 5-minute period, participants may ask any clarification questions to the judges. Judges will not tell teams a specific set-up style/configuration to use.
9. Participants should collaborate (at a volume audible to the judges) on selecting a configuration and planning a strategy to implement. Participants will reset the room to their change order set-up. Twenty (20) minutes is allowed for this process.
10. Respond to judges' application questions. These are questions in which the judges will create based upon the participants' performance in the set-ups.
11. Allow judges time to score set-up, but remain in the room.
12. Break down the room when directed by judges and return all items to original state and location. (fold linens, close tables, etc.)
13. Thank judges and depart room.
14. Maintain safety and sanitation standards throughout event.
15. The set-up diagram does not show all needed equipment. Participants need to use reasoning skills to complete set-up.

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SAMPLE SCENARIO FOR CHANGE ORDER SET-UP

Directions: The sample scenario, solution and questions are intended to provide the participants, chairpersons and judges a feel for what a change-order scenario may involve. There will probably be more than one solution to the problem and more than one way to implement a solution. The judges are looking for examples of collaboration, problem solving, thinking on the feet, teaming, and efficiency as the team meets a tight deadline in a safe and sanitary manner. The actual scenario in the event will not be the sample scenario presented here.

When the banquet manager entered the room, she announced. "I just got word from Mr. White – the contact person for this function – that their presenter's flight was cancelled from San Francisco and that several of the other attendees' flights were cancelled as well. Since they have people attending from all over the country, they don't want to cancel today's meeting. Mr. White said the style of the function has changed from a presentation meeting to a team-working meeting. They no longer want the classroom style you just set up for today's meeting. I need you to reconfigure the set-up to meet their new needs.

"I have another situation to deal with in another room, so I need to give you this information quickly, answer any questions and then move on. There will now be 12 guests attending the meeting. The same A/V equipment as previously ordered on the BEO will be used and they still want the coffee break table. Are there any questions?"

"You have only 20 minutes to get this room changed over for this meeting. I'll see you then. Thank you."

Sample solution:

- 1. Team members collaborate on what set-up style to use and would probably select either a conference room style or an open square. Both these styles lend to a team-working meeting allowing more face-to-face interaction between the attendees.*
- 2. Since the room was already set to the BEO and some of the BEO items remain the same, there's no reason to fully break down the room to reset the room. Team members would collaborate on how to reconfigure what is already set to the set-up style they choose. This also includes who will do what and when.*
- 3. Team implements their plan and moves tables, chairs & A/V equipment.*
- 4. The judges will want to hear the collaboration and strategizing throughout the set up.*

Sample judges' questions:

- We heard you trying to decide between a conference room table and an open square. What made you choose the one you chose?*
- Why did you decide to move the A/V equipment first?*
- We noticed that you decided not to use the head table from the first set-up, even though it was already skirted. Why?*
- How did you decide who was going to do what?*
- What were the challenges involved in this turnover? Why?*
- Why did you not select the u-shape for the change order set-up?*
- Given the chance to do this again, what would you have done differently?*
- Others...*