



Ohio FCCLA Lodging Skill Event

Hospitality Skills Showcase

DESCRIPTION OF EVENT

Hospitality Skills Showcase is an individual event that provides participants with the opportunity to demonstrate their ability to use the knowledge and skills while gained in the Hospitality Service program. Hotel/Resort personnel will conduct this event. This event the participants demonstrate skills used in the front desk operation in a hotel.

Ohio Department of Education Content Standards

- 2.6 Explain basic accounting concepts and principles
- 2.13 Use computer-based technology
- 3.1 Apply active listening skills to obtain and clarify information provided in oral communication
- 3.4 Deliver presentation
- 3.5 Write technical communication
- 12.1 Explain the role of customer service as a component of selling relationships
- 13.5 Examine customer service skills to ensure satisfaction
- 13.6 Deliver quality customer service
- 13.7 Analyze and implement customer service standards
- 30.1 Summarize front office processes

CORRELATED ACADEMIC CONTENT STANDARDS

Correlated English Language Arts Academic Content Benchmarks

- *Demonstrate comprehension of print and electronic text by responding to questions (e.g., literal, inferential, evaluative and synthesizing).* (Reading Process B, 8-10; Reading Process B, 11-12)
- *Evaluate the usefulness and credibility of data and sources.* (Research B, 8-10)
- *Compile, organize and evaluate information, take notes and summarize findings.* (Research B, 11-12)
- *Evaluate the usefulness and credibility of data and sources and synthesize information from multiple sources.* (Research C, 11-12)
- *Produce functional documents that report, organize and convey information and ideas accurately, foresee readers' problems or misunderstandings and that include formatting techniques that are user friendly.* (Writing Applications C, 11-12)
- *Compile, organize and evaluate information, take notes and summarize findings.* (Research B, 11-12)
- *Use a variety of strategies to enhance listening comprehension.* (Communication: Oral and Visual A, 8-10; Communication: Oral and Visual A, 11-12)

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Correlated Mathematics Academic Content Benchmarks

- *Locate and interpret mathematical information accurately, and communicate ideas, processes and solutions in a complete and easily understood manner.* (Mathematical Processes H, 8-10)
- *Locate and interpret mathematical information accurately, and communicate ideas, processes and solutions in a complete and easily understood manner.* (Mathematical Processes H, 8-10)

ELIGIBILITY

1. Participants are affiliated members 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.
3. An entry will consist of 1 participant.

PURPOSES

1. Ability to communicate ideas and interact appropriately with judges.
2. Ability to work independently.
3. Ability to utilize their industry knowledge and skills.
4. Exhibit appropriate grooming, attire and hygiene acceptable for a managerial position at a hotel or resort.
5. Demonstrate necessary math skills for the lodging industry.
6. Ability to implement the “Seven Steps to Properly Handle Guest Complaints.”

RULES

1. Participant will arrive 15 minutes prior to assigned time.
2. Participant will have approximately 30-40 minutes to present their Hospitality Skills Showcase event.
3. Participant will be stopped at appropriate times during the event, (see procedure portion).
4. A calculator will be provided for the participant to use during station 4.
5. A lap top computer (Microsoft Word Software) and printer will be available for the participant to use during station 5. The participant should compose a three-paragraph letter of approximately 100 words.
5. Participants are to dress in appropriate front of the house managerial position. Females should wear a skirt and blouse or suit. Males should wear dress slacks, shirt and tie or suit. Dress shoes should be worn.
6. Spectators will not be allowed to observe this event.

Hospitality Skills Showcase

PORTFOLIO GUIDELINES AND RULES

Participants will present a type written portfolio consisting of the following items:

1. Cover sheet containing name, date, school name and name of program.
2. Resume.
3. Letter from teacher verifying participation in career exploration activity suggested Hospitality Careers day or other exploration.
4. Documentation of at least one work-based learning experience from the following options:
 - Job Shadowing (5 or more hours)
 - Internship (minimum of 40 hours)
 - Co-op education/School To Work experience (minimum 40 hours)
5. Comparison of properties in your area. Complete the Portfolio Property Comparison Worksheet for two separate properties. The first comparison will be a hotel with over 100 guest rooms; the second study will be a property with less than 100 rooms.

PROCEDURE and TIMING FOR EVENT

1. Participation in this event will consist of the following stations:

Check-in	15 minutes prior to the event
Station 1	The student will turn in portfolio for the judges to view 5 minutes
Station 2	Hospitality Showcase Check-in Procedures Hospitality Showcase Check-out Procedures Case study 5 minutes
Station 3	Case study given to the student by the judges, 5 minutes
Station 4	Hotel Folio and math computations given to the student by the judges 5 minutes
Station 5	Guest Relations case study and role play, student will compose an apology letter to the customer 10 minutes



HOSPITALITY SKILLS SHOWCASE
PORTFOLIO WORKSHEET AND PROPERTY COMPARISON

Property Name _____

Property Address _____

Number of Rooms	Room Types	Room Rates
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Recreational Facilities

- Pool _____
- Health Spa _____
- Steam Room _____
- Spa _____
- Game Room _____
- Restaurant _____
- Bar _____
- Business Center _____

Food and Beverage Facilities

Restaurant Name _____
Type of Food or Cuisine _____
Hours of Operation _____

Coffee Shop _____
Type of Food or Cuisine _____
Hours of Operation _____

Lounge Name _____
Type of Lounge _____

(High energy, live music, disc jockey, conversational, etc.)

HOSPITALITY SKILLS SHOWCASE

PORTFOLIO WORKSHEET AND PROPERTY COMPARISON
(continued)

Convention Facilities

Number of Meeting rooms _____ Maximum capacity _____

Definition and Capacity of Meeting rooms

Classroom Style _____

Ballroom _____

U-shape _____

Theater style _____

Reception _____

Banquet _____

Amenities

Shampoo _____

Sewing Kit's _____

Mouthwash _____

Continental Breakfast _____

Newspaper _____

Hairdryer _____

Turn Down Service _____

Additional Amenities:

Modifications for Guests with Special Needs

Multi Lingual Signs _____

Multi Lingual Staff _____

Special Diets in Restaurants _____

Phones for TDY (hearing-impaired) _____

Non-smoking Rooms _____

Wheel Chair Accessibility _____

Signs in Braille in Elevators _____

Additional Facts about the Property:

Hospitality Skills Showcase Sample Case Study (Station 2)

1. Student walks judges through a Check-in procedure (see page 5)
2. Student walks judges through a Check-out procedure (see page 6)
3. Front Desk Scenario Question

A husband and wife arrive at the front desk of your hotel to check-in around 10:30 pm. Unfortunately the hotel is oversold by 10 rooms and at this time no other rooms are available. Therefore the couple needs to be taken to a competitor's hotel which is about 5 miles away.

When informed, the guests become upset since the husband has a business meeting at your hotel at 7:00 am and his wife has a spa treatment at your hotel at 1:00 pm. How would you respond to their concerns?

Hospitality Showcase Check-in Procedures (Station 2)

1. Greet the guest and welcome them
2. Ask for confirmation number or last name
3. Pull up reservation on computer
4. If registration card is used confirm:
 - departure date
 - correct spelling and address
 - rate and room type
 - obtain a signature
5. Ask guest how they will be paying for the room
6. Check for vacant rooms in appropriate category
7. Make key for guest
8. Show guest resort/hotel map and location of room
(Never say room number out loud.)
9. Ask if they need assistance to their room (If yes, flag the bell man)
10. Ask guest if there is anything else you can do for them and wish them a pleasant stay.

Hospitality Showcase Check-out Procedures (Station 2)

1. Greet the guest and ask them how their stay was.
2. Ask them their last name, not the room number.
3. Print folio.
4. Ask guest to review charges.
5. Make adjustments as necessary.
6. Present credit card with final charges to guest for signature.
7. Process payment type in computer and print zero balance folio to guest.
8. Wish the guest a safe trip and ask them to return.

Hospitality Skills Showcase Sample Case Study (Station 3)

Sue is the front desk manager of the Sandy Hills Resort and Spa. The Sandy Hills Resort and Spa is a 100-room hotel. At 1:00 pm the reservation system crashes. All checkouts are gone. The hotel has 40 arrivals coming in and 30 stay-overs tonight. Assume that the system will be back on line at 7:00 pm.

Questions:

1. What step should Sue take to check in the arrivals?
2. How should Sue keep the Hotel staff informed of arrivals and in house guests?

Possible answers:

- Make sure to obtain all necessary guest information at check in time.
- Hopefully an arrival list was printed early in the day as well as an available room list.
- Work with housekeeping to keep a roster of room that is clean, vacant, dirty or out of order to block arrivals.
- Pre-assign all arrivals to clean and vacant rooms.
- Work with hotel computer staff or a computer company to get system back up as soon as possible.
- Inform all departments, bell, concierge, PBX operator, housekeeping, restaurant, gift shop etc. with the updated in house guest list.
- Keep an accurate record of guestroom charges so they can be posted properly.
- Keep calm and try not to let the guests or staff feel the pressure.

Remember the possible answer should contain the following elements:

- Pre-planning
- Organization
- Communication with staff
- Keeping cool under pressure

This is a sample case scenario that will not be used at regional or state competitions

Hospitality Skills Showcase Mathematical Computation (Station 4)

Scenario:

The power has gone out at the Sandy Hills Resort and Spa and the computers are shut down temporarily. The guest has a coupon for a 25% discount on all food and beverage during their stay at the resort.

Computation:

Have the student add up the total of the following bill, determine the food and beverage discount and determine the amount due from the guest.

Guest Folio:

Arrival: April 14, 2007
Departure: April 16, 2007
Room Rate: \$360.00

<u>Line</u>	<u>Date</u>	<u>Description</u>	<u>Amount</u>
1	4/14/07	Telephone long distance	\$36.35
2	4/14/07	Sandy Hill Bistro Dinner	\$102.11
3	4/14/07	Room Charge	\$360.00
4	4/14/07	Room Tax	\$40.85
5	4/15/07	Telephone long distance	\$11.57
6	4/15/07	Room Service	\$22.24
7	4/15/07	Spa Treatment	\$127.48
8	4/15/07	Cafe Sandy Lunch	\$48.13
9	4/15/07	Golf Green Fees	\$150.00
10	4/15/07	Room Charge	\$360.00
11	4/15/07	Room Tax	\$40.85
12	4/16/07	Room Service Breakfast	\$33.42
		Total Bill	_____
		25% F&B Discount	_____
		Amount Due	_____

This is a sample case scenario that will not be used at regional or state competitions

Hospitality Skills Showcase Case Study and Letter (Station 5)

Scenario:

An elderly couple is at the front desk in the lobby of the Sandy Hills Resort and Spa, visibly shaken and upset. The wife is crying and the husband is yelling that the room attendant stole his wife's diamond earrings worth \$3,000.00. The woman, through her sobs, tells you the earrings have a great sentimental value because they were a gift from her mother. The husband demands to see the manager and wants the room attendant strip searched.

Background information:

- The resort does have safety deposit boxes for valuables; however the guests did not use one.
- The resorts liability is a maximum of \$75.00. The resort has electronic door locks and its own security force.
- The room attendant has been employed at the resort for 1 ½ years, she is an average employee and she has not been involved in any other issues of this nature.
- The guests have been staying at the resort for one week each year for the past six years.

Questions:

1. How do you handle the guests at the front desk?
2. What steps would you take to resolve the situation?

Letter:

Write a letter of apology to the guests including the resolution and an attempt to retain their business.

You will have 10 minutes to write your letter. Please check spelling and grammar before you turn in your letter.

This is a sample case scenario that will not be used at regional or state competition

Seven Steps to Properly Handle Guest Complaints

1. Listen to the guest to learn the facts. Take simple notes if necessary.
2. Never argue with the guest. Never interrupt nor defend hotel practices.
3. Sympathize and apologize calmly to the guest.
4. Summarize your understanding of the event.
5. Ask what action the guest would like you to take. Offer appropriate suggestions to resolve the situation.
6. Take immediate action to resolve the problem. You are personally responsible for getting it done.
7. Follow up directly with guest to ensure his or her satisfaction.

Taken from: A Host of Opportunities: An Introduction to Hospitality Management
By Van Hoof, McDonald, Yu & Vallen