

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 LEARNING STANDARDS

SLSA.R4	Interpret words and phrases as they are used in a text, including determining technical, connotative, and figurative meanings, and analyze how specific word choices shape meaning or tone.
SLSA.R7	Integrate and evaluate content presented in diverse media and formats, including visually and quantitatively, as well as in words.
W.11-12.8	Gather relevant information from multiple authoritative print and digital sources, using advanced searches effectively; assess the strengths and limitations of each source in terms of the task, purpose, and audience; integrate information into the text selectively to maintain the flow of ideas, avoiding plagiarism and overreliance on any one source and following a standard format for citation.
SL.9-10.1	Initiate and participate effectively in a range of collaborative discussions (one-on-one, in groups, and teacher-led) with peers, building on others' ideas and expressing their own clearly and persuasively.
SL.9-10.6	Adapt speech to a variety of contexts and tasks, demonstrating command of formal English.
L.11-12.1	Demonstrate command of the conventions of standard English grammar and usage when writing or speaking.
9.2.8.CAP.3	Explain how career choices, educational choices, skills, economic conditions, and personal behavior affect income.
9.2.12.CAP.6:	Identify transferable skills in career choices and design alternative career plans based on those skills
9.2.8.CAP.9:	Analyze how a variety of activities related to career impacts postsecondary options
9.2.8.CAP.12:	Assess personal strengths, talents, values, and interests to appropriate jobs and careers to maximize career potential.
9.2.8.CAP.16:	Research different ways workers/ employees improve their earning power through education and the acquisition of new knowledge and skills.
9.2.8.CAP.18	Explain how personal behavior, appearance, attitudes, and other choices may impact the job application process.
9.4.12.CI.3	Investigate new challenges / opportunities for personal growth, advancement, and transition.
9.4.8.CI.4:	Explore the role of creativity and innovation in career pathways and industries
9.4.12.IML.8	Evaluate media sources for point of view, bias, and motivations.
9.4.8.IML.3	Create a digital visualization that effectively communicates a data set using formatting techniques such as form, position, size, color, movement, and spatial grouping.
9.4.8.IML.7	Use information from a variety of sources, contexts, disciplines, and cultures for a specific purpose.
1.2.12acc.Cr1b	Organize and design artistic ideas for media arts productions.
1.2.12prof.Cn10a	Access, evaluate and integrate personal and external resources to inform the creation of original media artworks, such as experiences, interests and cultural experiences.
9.3.HT-RFB.1	Describe ethical and legal responsibilities in Food and beverage service facilities
9.3.HT-RFB.2	Demonstrate safety and sanitation procedures 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 6-8

Senior: Participants in a comprehensive program in grades 9-12

Occupational: Participants in an occupational program in grades 9-12

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 (or an online interview over Zoom). 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 (if conducting a Zoom interview, a screen shot from the interview is required). The Field Observation/Interview Summary page must be 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. (Going into a restaurant for a face-to-face interview is up to the discretion of the student and his/her family. Although an in-person interview is more exciting, health concerns due to the Covid-19 virus may cause anxiety. Students can choose to conduct an interview over Zoom for the 2022 competition.)
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. Although this is an in-person event, each entry will have an assigned digital folder to submit their project materials via Google Drive. A link to submit materials will be provided to the adviser upon competitive event registration. All digital materials must be submitted by **March 15, 2022** and privacy settings must be viewable to anyone with the link.

4. Each entry must submit a digital file (in addition to the “hard copy” requirements) with the following information:
- A. Project Identification Page
 - Participant’s Name
 - School Name
 - Chapter Name
 - Event Name (Hospitality 101)
 - Event Category
 - B. Copy of the interview/field observation
 - C. Photo of the interview with the restaurant manager
5. At the State Leadership Conference, one “hard copy” (1) letter-sized file folder will be submitted and will include the following information:
- A. Project Identification Page
 - Participant’s Name
 - School Name
 - Chapter Name
 - Event Name (Hospitality 101)
 - Event Category
 - B. Copy of the interview/field observation
 - C. Photo of the interview with the restaurant manager
6. 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
7. 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. Business attire or competition attire is required for the test.
8. 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 | |
9. Each participant will provide personal uniform, proper shoes, appropriate hair covering, and/or restraint.
10. NJ FCCLA will provide the following items:
- | | |
|---|--|
| - Cloth table coverings and cloth napkins | - Food and beverages available on menu |
| - Dishware, flatware, glassware | - Condiments |
| - Menu | |
11. Each participant will be responsible for setting the table and serving the items ordered by the judges.

12. 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.
13. This is a simulation of food service and hospitality. The menu items will be food models.
14. 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.
15. Each participant is required to clean the work area in preparation for other participants.
16. Tax should be added to the check at the rate of 7% and gratuity at the rate of 18%.
17. 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.
18. See GENERAL INFORMATION AND RULES in these guidelines.

HOSPITALITY 101 SPECIFICATIONS**File Folder**

Each participant will submit one (1) letter size file folder containing one (1) “hard copy” 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 (or Zoom) 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 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, with a concentration on “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	Poor	Fair	Good	Very Good	Excellent	Score	Comments
<i>FILE FOLDER</i>							
Restaurant Interview: Complete with interesting questions Neat, legible, cover Page signed & verified	0-3	4-6	7-9	10-12	13-15		
<i>OBJECTIVE TEST</i>							
Written Objective Test	0-2	3-4	5-6	7-8	9-10		
<i>PERSONAL CHARACTERISTICS</i>							
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		
<i>DEMONSTRATION/JOB PERFORMANCE</i>							
Table Setting: Neat and appropriate	0-1	2	3	4	5		
Greeting and Seating; Taking Order: Politely greet and seat guests, taking order	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