

## PARTICIPANT INSTRUCTIONS

### PROCEDURES

1. The event will be presented to you through your reading of these instructions, including the Performance Indicators and Event Situation. You will have up to 10 minutes to review this information to determine how you will handle the role-play situation and demonstrate the performance indicators of this event. During the preparation period, you may make notes to use during the role-play situation.
2. You will give an ID label to your adult assistant during the preparation time.
3. You will have up to 10 minutes to role-play your situation with a judge (you may have more than one judge).
4. You will be evaluated on how well you meet the performance indicators of this event.
5. Turn in all your notes and event materials when you have completed the role-play.

### PERFORMANCE INDICATORS

1. Explain the concept of productivity.
2. Explain the role of customer service as a component of selling relationships.
3. Address the needs of individual personalities.
4. Facilitate customer-buying decisions.
5. Process sales documentation.

## EVENT SITUATION

You are to assume the role of head server at a popular restaurant called HILARY'S. The manager (judge) has asked you to prepare a plan to present to fellow servers to turn the tables over faster during the lunch hour.

HILARY'S is a lively, popular restaurant located in a shopping mall with good traffic. The lunch customers range in age from mid-20s to about 40 years old. They come early and like to stay to discuss their careers and weekend plans. While this is an attraction of the restaurant, the management is concerned that business is lost due to a long wait for seating. Many potential customers leave once they realize that there is a long wait.

Because of your outstanding performance, the manager (judge) thinks that you have a good feel for the restaurant's guests and the ability of a server. The manager (judge) wants you to create a plan that other servers may use to help turn over the tables faster. The manager's (judge's) only directions are that the process should begin when the guests are first seated and that the guests shouldn't feel rushed.

You will present your plan to the manager (judge) in a role-play to take place in the manager's (judge's) office. The manager (judge) will begin the role-play by greeting you and asking to hear your plan. Once you have presented your plan and have answered the manager's (judge's) questions, the manager (judge) will conclude the role-play by thanking you for your hard work.

2. Performance Indicators
3. Event Situation

4. Judge Role-play Characterization

Participants may conduct a slightly different type of meeting and/or discussion with you each time; however, it is important that the information you provide and the questions you ask be uniform for every participant.

5. Judge's Evaluation Instructions

6. Judge's Evaluation Form

Please use a critical and consistent eye in rating each participant.

### **JUDGE ROLE-PLAY CHARACTERIZATION**

You are to assume the role of manager of a popular restaurant called Hilary's. You have asked your head server (participant) to prepare a plan to present to fellow servers to turn the tables over faster during lunch hour.

Hilary's is a lively, popular restaurant located in a shopping mall with good traffic. The lunch customers range in age from mid-20s to about 40 years old. They come early and like to stay to discuss their careers and weekend plans. While this is an attraction of the restaurant, you are concerned that business is lost due to a long wait for seating. Many potential customers leave once they realize that there is a long wait.

Because of his/her outstanding performance, the head server (participant) has a good feel for the restaurant's guests and the ability of a server. You have asked the head server (participant) to create a plan that other servers may use to help turn the tables over faster. Your only directions are that the process should begin when the guests are first seated and that the guests shouldn't feel rushed.

The head server (participant) will present the plan to you in a role-play to take place in your office. You will begin the role-play by greeting the head server (participant) and asking to hear the plan.

During the course of the role-play you are to ask the following questions of each participant:

1. How can great customer service help to turn over a table faster?
2. Do you think every server will be able to follow these guidelines?
3. How will we know we are not alienating customers?

Once the server (participant) has presented his/her ideas and has answered your questions, you may conclude the role-play by thanking the server (participant) for his/her hard work.

You are not to make any comment after the event is over except to thank the participant.

Performance Indicators section are the critical ones you are measuring for this particular event.

### **Evaluation Form Interpretation**

The evaluation levels listed below and the evaluation rating procedures should be discussed thoroughly with your event chairperson and the other judges to ensure complete and common understanding for judging consistency.

#### **Level of Evaluation**

#### **Interpretation Level**

**Excellent**

Participant demonstrated the performance indicator in an extremely professional manner; greatly exceeds business standards; would rank in the top 10% of business personnel performing this performance indicator.

**Good**

Participant demonstrated the performance indicator in an acceptable and effective manner; meets at least minimal business standards; there would be no need for additional formalized training at this time; would rank in the 70-89th percentile of business personnel performing this performance indicator.

**Fair**

Participant demonstrated the performance indicator with limited effectiveness; performance generally fell below minimal business standards; additional training would be required to improve knowledge, attitude and/or skills; would rank in the 50-69th percentile of business personnel performing this performance indicator.

**Poor**

Participant demonstrated the performance indicator with little or no effectiveness; a great deal of formal training would be needed immediately; perhaps this person should seek other employment; would rank in the 0-49th percentile of business personnel performing this performance indicator.

# JUDGE'S EVALUATION FORM

RM

## DID THE PARTICIPANT:

- |   |                        |   |
|---|------------------------|---|
| <b>1. Explain the concept of productivity?</b>  |                        |   |
| <b>POOR</b><br>0, 2   | <b>FAIR</b><br>4, 6, 8 | <b>GOOD</b><br>10, 12, 14   |
| Attempts at explaining the concept of productivity were inadequate or unclear.  |                        | Effectively explained the concept of productivity.  |
| <b>2. Explain the role of customer service as a component of selling relationships?</b>                                 |                        |   |
| <b>POOR</b><br>0, 2   | <b>FAIR</b><br>4, 6, 8 | <b>GOOD</b><br>10, 12, 14   |
| Attempts at explaining the role of customer service as a component of selling relationships were inadequate or unclear. |                        | Effectively explained the role of customer service as a component of selling relationships. |
| <b>3. Address needs of individual personalities?</b>  |                        |   |
| <b>POOR</b><br>0, 2   | <b>FAIR</b><br>4, 6, 8 | <b>GOOD</b><br>10, 12, 14   |
| Attempts at addressing the needs of individual personalities were inadequate or unclear.                                |                        | Effectively addressed the needs of individual personalities.                                |
| <b>4. Facilitate customer buying decisions?</b>   |                        |   |
| <b>POOR</b><br>0, 2   | <b>FAIR</b><br>4, 6, 8 | <b>GOOD</b><br>10, 12, 14   |
| Attempts at facilitating customer buying decisions were inadequate or unclear.  |                        | Effectively facilitated customer buying decisions.  |
| <b>5. Process sales documentation?</b>  |                        |   |
| <b>POOR</b><br>0, 2   | <b>FAIR</b><br>4, 6, 8 | <b>GOOD</b><br>10, 12, 14   |
| Attempts at processing sales documentation were inadequate or unclear.  |                        | Effectively processed sales documentation.  |

**EXCELLENT**  
16, 18

Very effectively explained the concept of productivity.

**EXCELLENT**  
16, 18

**EXCELLENT**  
16, 18

Very effectively explained the role of customer service as a component of selling relationships.

**EXCELLENT**  
16, 18

Very effectively addressed the needs of individual personalities.

**EXCELLENT**  
16, 18

Very effectively facilitated customer buying decisions.

**EXCELLENT**  
16, 18

Very effectively processed sales documentation.