



CAREER CLUSTER
Hospitality and Tourism

CAREER PATHWAY
Restaurant Management

INSTRUCTIONAL AREA
Operations

QUICK SERVE RESTAURANT MANAGEMENT SERIES EVENT

PARTICIPANT INSTRUCTIONS

- The event will be presented to you through your reading of the 21st Century Skills, Performance Indicators and Event Situation. You will have up to 10 minutes to review this information and prepare your presentation. You may make notes to use during your presentation.
- You will have up to 10 minutes to make your presentation to the judge (you may have more than one judge).
- You will be evaluated on how well you demonstrate the 21st Century Skills and meet the performance indicators of this event.
- Turn in all of your notes and event materials when you have completed the event.

21st CENTURY SKILLS

- Critical Thinking – Reason effectively and use systems thinking.
- Problem Solving – Make judgments and decisions, and solve problems.
- Communication – Communicate clearly.
- Creativity and Innovation – Show evidence of creativity.

PERFORMANCE INDICATORS

- Explain the nature of operations.
- Identify methods/practices used to control/eliminate food contamination.
- Monitor consumer self-service food stations.
- Store foods properly.
- Identify time and temperature controls for food safety (TCS).

EVENT SITUATION

You are to assume the role of the operations manager at BURGER COUNTRY, a fast food restaurant with five locations that specializes in hamburgers. The owner of the company (judge) has asked you to explain operational considerations in a new portion of each restaurant called the “fixings bar.”

BURGER COUNTRY has been in business for three years. The quick serve restaurant began as an easy place for locals to order a burger and fries for lunch or dinner. BURGER COUNTRY offers a variety of toppings and condiments and lets customers custom create their burger. The success of the restaurant resulted in a total of five locations in three years.

One complaint among BURGER COUNTRY customers was the long wait time. Upon investigation, it was found that the kitchen staff had a difficult time creating the custom toppings in a speedy fashion. To resolve this issue, the owner (judge) has changed the menu to provide only plain hamburger or cheeseburger options, and created a fixings bar in each location. At the fixings bar, customers are able to create their own custom burger.

The fixings bar includes various condiments, vegetables and specialty toppings. The items in the fixings bar include: ketchup, mustard, barbeque sauce, mayonnaise, sriracha sauce, lettuce, tomatoes, onion, pickles, jalapeno, guacamole, coleslaw, and queso. The fixings bar operates as a self-serve station at each BURGER COUNTRY location.

The owner (judge) has asked you to determine what operational considerations need to be addressed with the new self-serve fixings bar. Given the items in the fixings bar, the owner (judge) wants to discuss what temperatures need to be considered, cross-contamination issues to identify, and display times to address.

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

JUDGE INSTRUCTIONS

DIRECTIONS, PROCEDURES AND JUDGE ROLE

In preparation for this event, you should review the following information with your event manager and other judges:

1. Procedures, 21st Century Skills and Performance Indicators
2. Event Situation
3. Judge Role-Play Characterization
Allow the participants to present their ideas without interruption, unless you are asked to respond. 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.
4. Judge Evaluation Instructions and Judge Evaluation Form
Please use a critical and consistent eye in rating each participant.

JUDGE ROLE-PLAY CHARACTERIZATION

You are to assume the role of the owner of BURGER COUNTRY, a fast food restaurant with five locations that specializes in hamburgers. You have asked the operations manager (participant) to explain operational considerations in a new portion of each restaurant called the “fixings bar.”

BURGER COUNTRY has been in business for three years. The quick serve restaurant began as an easy place for locals to order a burger and fries for lunch or dinner. BURGER COUNTRY offers a variety of toppings and condiments and lets customers custom create their burger. The success of the restaurant resulted in a total of five locations in three years.

One complaint among BURGER COUNTRY customers was the long wait time. Upon investigation, it was found that the kitchen staff had a difficult time creating the custom toppings in a speedy fashion. To resolve this issue, you have changed the menu to provide only plain hamburger or cheeseburger options, and created a fixings bar in each location. At the fixings bar, customers are able to create their own custom burger.

The fixings bar includes various condiments, vegetables and specialty toppings. The items in the fixings bar include: ketchup, mustard, barbeque sauce, mayonnaise, sriracha sauce, lettuce, tomatoes, onion, pickles, jalapeno, guacamole, coleslaw, and queso. The fixings bar operates as a self-serve station at each BURGER COUNTRY location.

You have asked the operations manager (participant) to determine what operational considerations need to be addressed with the new self-serve fixings bar. Given the items in the fixings bar, you want to discuss what temperatures need to be considered, cross-contamination issues to identify, and display times to address.

The participant will present information to you in a role-play to take place in your office. You will begin the role-play by greeting the participant and asking to hear about his/her ideas.

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

1. What could happen if we don't have an employee monitoring the fixings bar?
2. Explain how the fixings bar could result in long wait times.
3. How should we promote the new fixings bar to the community?

Once the operations manager (participant) has presented information and has answered your questions, you will conclude the role-play by thanking the operations manager (participant) for the work.

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

EVALUATION INSTRUCTIONS

The participants are to be evaluated on their ability to perform the specific performance indicators stated on the cover sheet of this event and restated on the Judge's Evaluation Form. Although you may see other performance indicators demonstrated by the participants, those listed in the 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 director and the other judges to ensure complete and common understanding for judging consistency.

Level of Evaluation	Interpretation Level
Exceeds Expectations	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.
Meets Expectations	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 70-89 th percentile of business personnel performing this performance indicator.
Below Expectations	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 50-69 th percentile of business personnel performing this performance indicator.
Little/No Value	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 0-49 th percentile of business personnel performing this performance indicator.



**QUICK SERVE RESTAURANT MANAGEMENT SERIES
2020**

JUDGE'S EVALUATION FORM
DISTRICT EVENT #1

Participant: _____

INSTRUCTIONAL AREA:
Operations

ID Number: _____

Did the participant:		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
PERFORMANCE INDICATORS						
1.	Explain the nature of operations?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
2.	Identify methods/practices used to control/eliminate food contamination?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
3.	Monitor consumer self-service food stations?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
4.	Store foods properly?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
5.	Identify time and temperature controls for food safety (TCS)?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
21st CENTURY SKILLS						
6.	Reason effectively and use systems thinking?	0-1	2-3	4	5-6	
7.	Make judgments and decisions, and solve problems?	0-1	2-3	4	5-6	
8.	Communicate clearly?	0-1	2-3	4	5-6	
9.	Show evidence of creativity?	0-1	2-3	4	5-6	
10.	Overall impression and responses to the judge's questions	0-1	2-3	4	5-6	
TOTAL SCORE						