



**OCCUPATIONAL CATEGORY**  
Business Services Marketing

**INSTRUCTIONAL AREA**  
Operations

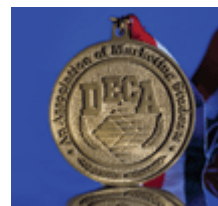
## **PARTICIPANT INSTRUCTIONS**

### **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 routine security precautions.
2. Explain procedures for dealing with workplace threats.
3. Explain the employee's role in expense control.
4. Explain the nature of staff communications.
5. Make oral presentations.



## EVENT SITUATION

You are to assume the role of owner of the security firm of BANTUS TECHNOLOGIES, INC. The owner of a chain of convenience stores (judge) has asked your firm to prepare a series of loss-prevention seminars to the chain's employees.

GRAB-N-GO, a large chain of convenience stores located in the Northwest region of the United States, has asked your firm to make recommendations that will help reduce inventory loss at their 15 locations. GRAB-N-GO has strategically located all of its stores on or near popular fishing and recreational areas. In addition to offering the usual convenience store goods and services, GRAB-N-GO also offers a complete line of fishing tackle and a wide variety of natural and artificial baits. GRAB-N-GO wants to initiate a more aggressive loss-prevention program in an effort to reduce shrinkage and increase profits. During the past year, the combined inventory loss due to shoplifting amounted to over 9% of the gross sales.

The owner of GRAB-N-GO (judge) has contracted BANTUS TECHNOLOGIES to conduct a series of loss-prevention training seminars to ensure that all employees receive proper training in the following areas:

- principles of loss prevention
- shoplifting techniques
- security awareness
- the employees' role in loss prevention
- vulnerable in-store areas

You will present the contents of your training plan 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 strategies. After you have described your plan and have answered all of the owner's (judge's) questions, the owner (judge) will conclude the role-play by thanking you for your work.

## **JUDGE'S INSTRUCTIONS**

### **DIRECTIONS, PROCEDURES AND JUDGE'S ROLE**

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

1. Procedures
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 owner of GRAB-N-GO, a chain of convenience stores. You have asked the owner of the security firm of BANTUS TECHNOLOGIES, INC. (participant) to prepare a series of loss-prevention seminars to the chain's employees.

GRAB-N-GO is a large chain of convenience stores located in the Northwest region of the United States. You have asked BANTUS TECHNOLOGIES to make recommendations that will help reduce inventory loss at your 15 locations. GRAB-N-GO has strategically located all of its stores on or near popular fishing and recreational areas. In addition to offering the usual convenience store goods and services, GRAB-N-GO also offers a complete line of fishing tackle and a wide variety of natural and artificial baits. GRAB-N-GO wants to initiate a more aggressive loss-prevention program in an effort to reduce shrinkage and increase profits. During the past year, your combined inventory loss due to shoplifting amounted to over 9% of the gross sales.

Specifically, you have contracted with the owner of BANTUS TECHNOLOGIES (participant) to conduct a series of loss-prevention training seminars to ensure that all employees receive proper training in the following areas:

- principles of loss prevention
- shoplifting techniques
- security awareness
- the employees' role in loss prevention
- vulnerable in-store areas

The owner of BANTUS (participant) will present the training plan to you in a role-play to take place in the owner's (judge's) office. You will begin the role-play by greeting the owner (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. What type of reaction can I expect from my employees?
2. Why are the issues of internal and external theft handled differently?
3. What is the difference between risk avoidance and risk retention?

Once the owner of BANTUS (participant) has described the plan and has answered all of your questions, you will conclude the role-play by thanking the owner (participant) for the work.

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

## **JUDGE'S EVALUATION INSTRUCTIONS**

### **Evaluation Form Information**

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 being 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 chairperson and the other judges to ensure complete and common understanding for judging consistency.

<b>Level of Evaluation</b>	<b>Interpretation Level</b>
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 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> percentile of business personnel performing this performance indicator.

**JUDGE'S EVALUATION FORM**

**BSM  
Operations**

**DID THE PARTICIPANT:**

**1. Explain routine security precautions?**

**Little/No Value  
0, 2**

Attempts at explaining routine security precautions were inadequate or weak.

**Below Expectations  
4, 6, 8**

Adequately explained routine security precautions.

**Meets Expectations  
10, 12, 14**

Effectively explained routine security precautions.

**Exceeds Expectations  
16, 18**

Very effectively explained routine security precautions.

**2. Explain procedures for dealing with workplace threats?**

**Little/No Value  
0, 2**

Attempts at explaining procedures for dealing with workplace threats were inadequate or ineffective.

**Below Expectations  
4, 6, 8**

Adequately explained procedures for dealing with workplace threats.

**Meets Expectations  
10, 12, 14**

Effectively explained procedures for dealing with workplace threats.

**Exceeds Expectations  
16, 18**

Very effectively explained procedures for dealing with workplace threats.

**3. Explain the employee's role in expense control?**

**Little/No Value  
0, 2**

Attempts at explaining the employee's role in expense control were inadequate or ineffective.

**Below Expectations  
4, 6, 8**

Adequately explained the employee's role in expense control.

**Meets Expectations  
10, 12, 14**

Effectively explained the employee's role in expense control.

**Exceeds Expectations  
16, 18**

Very effectively explained the employee's role in expense control.

**4. Explain the nature of staff communications?**

**Little/No Value  
0, 2**

Attempts at explaining the nature of staff communications were inadequate or ineffective.

**Below Expectations  
4, 6, 8**

Adequately explained the nature of staff communications.

**Meets Expectations  
10, 12, 14**

Effectively explained the nature of staff communications.

**Exceeds Expectations  
16, 18**

Very effectively explained the nature of staff communications.

**5. Make oral presentations?**

**Little/No Value  
0, 2**

Attempts at making an oral presentation were inadequate or ineffective.

**Below Expectations  
4, 6, 8**

Made an adequate oral presentation.

**Meets Expectations  
10, 12, 14**

Made an effective oral presentation.

**Exceeds Expectations  
16, 18**

Made a very effective oral presentation.

**6. Overall impression and response to the judge's questions:**

**Little/No Value  
0, 1**

Demonstrated few skills; could not answer the judge's questions.

**Below Expectations  
2, 3, 4**

Demonstrated limited ability to link skills; answered the judge's questions adequately.

**Meets Expectations  
5, 6, 7**

Demonstrated the specified skills; answered the judge's questions effectively.

**Exceeds Expectations  
8, 9, 10**

Demonstrated skills confidently and professionally; answered the judge's questions very effectively.

**Judge's Initials** \_\_\_\_\_

**TOTAL SCORE** \_\_\_\_\_