

**OCCUPATIONAL CATEGORY**

Restaurant and Food Service Management  
Series

**INSTRUCTIONAL AREA**

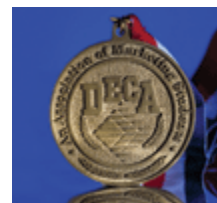
Operations

**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. Clean service and work areas.
2. Monitor and maintain food-holding temperatures.
3. Assess employee performance.
4. Explain the nature of restaurant health and sanitation laws.
5. Identify routine activities for maintaining business facilities and equipment.



## EVENT SITUATION

You are to assume the role of kitchen manager for MUNCIE'S SUPPER CLUB. You are to meet with a new employee on the kitchen staff who is not using proper procedures when handling kitchen utensils and using the refrigeration unit.

MUNCIE'S SUPPER CLUB is a popular restaurant known for its steak and poultry cuisine. As kitchen manager, your duties include scheduling kitchen staff, training kitchen staff, purchasing food items, maintaining a clean working area and storing food items properly. All meats are delivered fresh daily and are kept in a special refrigeration unit at a temperature of 40 degrees.

For the past several nights you have noticed quite a few cooking utensils scattered about the kitchen and spills left on the floor. Last evening, as you entered the refrigeration unit, you noticed that the thermostat was changed to 50 degrees. When you asked the kitchen staff why the thermostat was at 50 degrees, a new employee (judge) mentioned that he/she had changed the thermostat because he/she had to enter the unit repeatedly to select the meats and it was too cold. After speaking with several other staff members, you determined that this new employee (judge) was also responsible for the cooking utensils scattered about the kitchen and the spills on the floor. You have asked to meet with the new employee (judge) to discuss proper maintenance of the kitchen and refrigerated units.

You will meet with the new employee (judge) in a role-play to take place in your office. The new employee (participant) will begin the role-play by asking why you wanted to speak with him/her. Once you have made your presentation and have answered the new employee's (judge's) questions, the new employee (judge) will conclude the role-play by thanking you for your explanation.

## **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 a new employee at MUNCIE'S SUPPER CLUB. The kitchen manager (participant) will meet with you to discuss using proper procedures when handling kitchen utensils and using the refrigeration unit.

MUNCIE'S SUPPER CLUB is a popular restaurant known for its steak and poultry cuisine. Your kitchen manager's (participant's) duties include: scheduling kitchen staff, training kitchen staff, purchasing food items, maintaining clean working area, and proper storage of food items. All meats are delivered fresh daily and are kept in a special refrigeration unit at a temperature of 40 degrees.

For the past several nights, the kitchen manager (participant) has noticed quite a few cooking utensils scattered about the kitchen and spills left on the floor. Last evening as the kitchen manager (participant) entered the refrigeration unit, he/she noticed that the thermostat was changed to 50 degrees. When the manager (participant) questioned the kitchen staff about why the thermostat was at 50 degrees, you mentioned that you had changed the thermostat because you repeatedly had to enter the unit to select the meats and it was too cold. The kitchen manager (participant) spoke with several other staff members and found out that you were also responsible for the cooking utensils scattered about the kitchen and the spills on the floor. The

kitchen manager (participant) has asked to meet with you to discuss proper maintenance of the kitchen and refrigerated units.

You will speak with the kitchen manager (judge) in a role-play to take place in the manager's (judge's) office. You will begin the role-play by greeting the manager (participant) and asking why he/she wants to speak with you.

During the course of the presentation you are to ask the following questions of each participant:

1. We were so incredibly busy I did not have time to clean up the spills. Wouldn't it be better to serve the customers in a timely manner and clean up when it slows down?
2. What's the best way to protect myself from getting sick when I have to go into the refrigerator so often?
3. Are you going to put a report on this in my employee file?

Once the kitchen manager (participant) has made his/her presentation and has answered your questions, you will conclude the role-play by thanking the kitchen manager (participant) for his/her explanation and assuring him/her that your work performance will improve.

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.

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 <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

### RFSM Operations

#### DID THE PARTICIPANT:

##### 1. Clean service and work areas?

**Little/No Value**  
**0, 2**

Attempts explaining regulations about cleaning service and work areas were inadequate or ineffective.

**Below Expectations**  
**4, 6, 8**

Adequately explained regulations about cleaning service and work areas.

**Meets Expectations**  
**10, 12, 14**

Effectively explained regulations about cleaning service and work areas.

**Exceeds Expectations**  
**16, 18**

Very effectively explained regulations about cleaning service and work areas.

##### 2. Monitor and maintain food-holding temperatures?

**Little/No Value**  
**0, 2**

Attempts at explaining monitoring and maintaining food-holding temperatures were inadequate or ineffective.

**Below Expectations**  
**4, 6, 8**

Adequately explained why and how to monitor and maintain food-holding temperatures.

**Meets Expectations**  
**10, 12, 14**

Effectively explained why and how to monitor and maintain food-holding temperatures.

**Exceeds Expectations**  
**16, 18**

Very effectively explained why and how to monitor and maintain food-holding temperatures.

##### 3. Assess employee performance?

**Little/No Value**  
**0, 2**

Attempts at assessing employee performance were inadequate or ineffective.

**Below Expectations**  
**4, 6, 8**

Adequately assessed employee performance.

**Meets Expectations**  
**10, 12, 14**

Effectively assessed employee performance.

**Exceeds Expectations**  
**16, 18**

Very effectively assessed employee performance.

##### 4. Explain the nature of restaurant health and sanitation laws?

**Little/No Value**  
**0, 2**

Attempts at explaining the nature of restaurant health and sanitation laws were inadequate or ineffective.

**Below Expectations**  
**4, 6, 8**

Adequately explained the nature of restaurant health and sanitation laws.

**Meets Expectations**  
**10, 12, 14**

Effectively explained the nature of restaurant health and sanitation laws.

**Exceeds Expectations**  
**16, 18**

Very effectively explained the nature of restaurant health and sanitation laws.

##### 5. Identify routine activities for maintaining business facilities and equipment?

**Little/No Value**  
**0, 2**

Attempts at identifying routine activities for maintaining business facilities and equipment were inadequate or ineffective.

**Below Expectations**  
**4, 6, 8**

Adequately identified routine activities for maintaining business facilities and equipment.

**Meets Expectations**  
**10, 12, 14**

Effectively identified routine activities for maintaining business facilities and equipment.

**Exceeds Expectations**  
**16, 18**

Very effectively identified routine activities for maintaining business facilities and equipment.

##### 6. Overall impression and response to 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 and thoroughly.

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

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