

# What is a Roleplay?





Individual event (first years)

- Presentation
  - placed in a businessscenario that requiressolutions
  - 10 minutes prep and10 minutes presenting



### **CAREER CLUSTER**

Hospitality and Tourism

## **INSTRUCTIONAL AREA**

**Economics** 

## PRINCIPLES OF HOSPITALITY AND TOURISM EVENT

## PARTICIPANT INSTRUCTIONS

- The event will be presented to you through your reading of the 21<sup>st</sup> 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 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.
- Communication Communicate clearly.
- Creativity and Innovation Show evidence of creativity.

## PERFORMANCE INDICATORS

- 1. Distinguish between economic goods and services.
- 2. Describe the functions of prices in markets.
- 3. Explain the principles of supply and demand.
- 4. Explain the concept of competition.





You are a **hotel booking agent** for CARDINAL SUITES

- hotel chain with 1,000 properties
- locations in large metropolitan areas, small communities, near airports in tourist destinations,



You and a **new employee**(judge) help customers over
the phone make reservations.

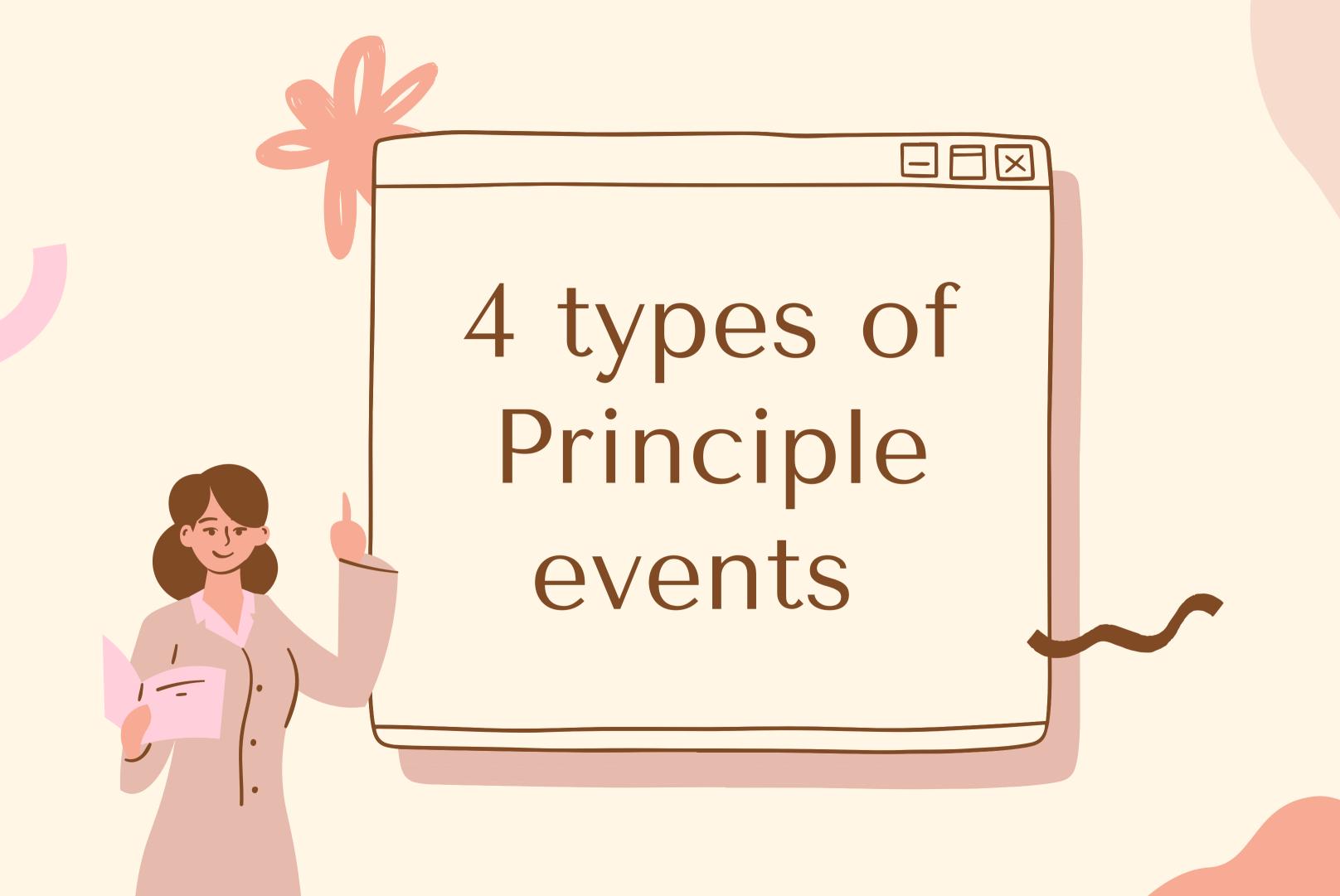
Explain to the new employee
why rooms rate differ based on
location, occupancy rate, and
amenities.

## What are KPIs?



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- KPI stands for Key
   Performance Indicator
- Specific knowledge and skills
  - address and perform during the presentation
- Judges
  - Uses these to
     evaluate you +
     determine your
     score





## Principle of Business Management and Administration (PBM)



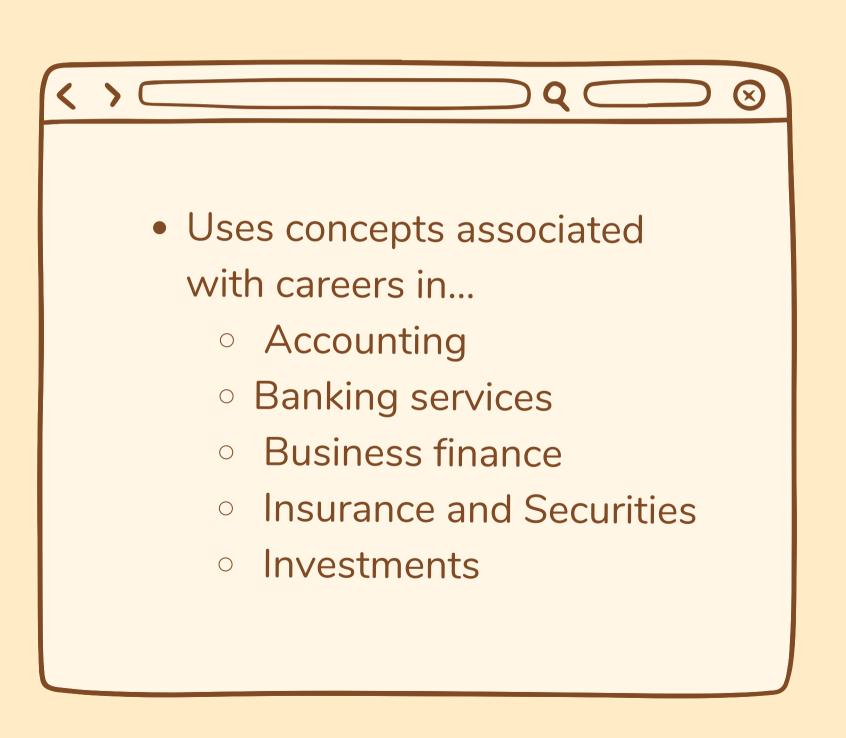




- Administrative Services
- Business Information Management
- General Management
- Human Resources Management
- Operations Management



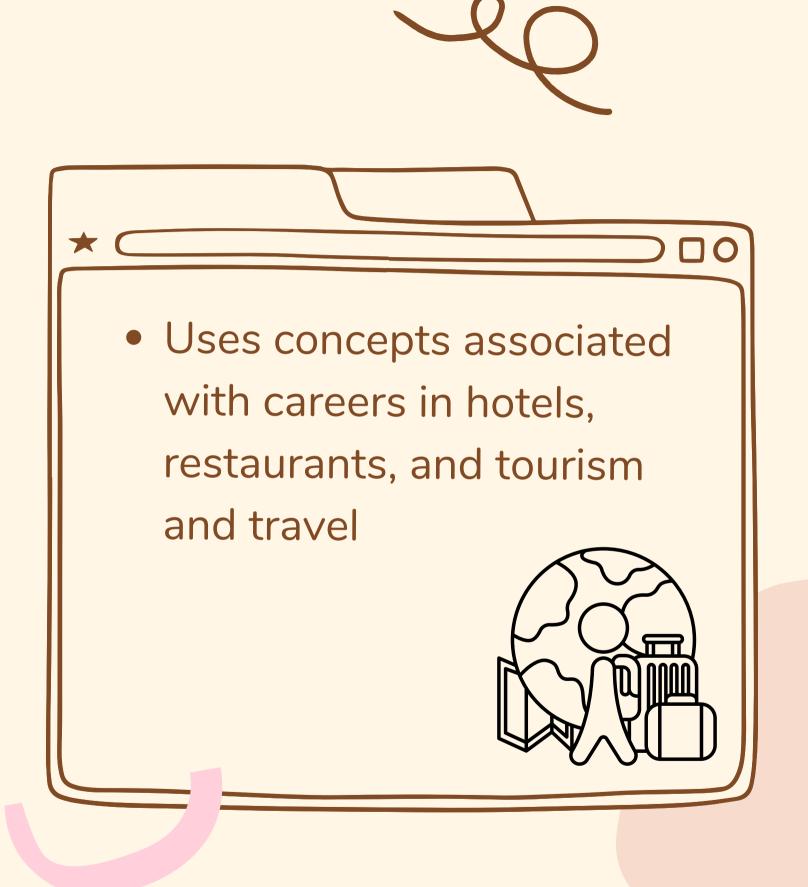
## Principles of Finance (PFN)





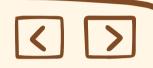
# Principles of Hospitality and Tourism (PHT)





# Principles of Marketing (PMK)

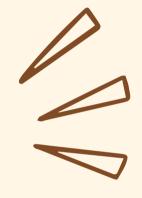




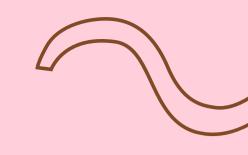


- Marketing Communications
- Marketing Management
- Marketing Research
  - Merchandising
- Professional Selling









## Tips!



After reading each
 KPI carefully, take
 you time to gathere
 your ideas to form a
 solution.



- As you read the scenario, make notes!
- Use your scratch
   paper to make an
   outline of your
   presentaion.



Bonus: KPIs are super helpful in studying for career cluster exams.