20th annual florida htm competition



February 28-29, 2024

ROSEN PLAZA HOTEL

ORLANDO

 20th Annual

Florida HTM Competition

### Introduction

The Florida Restaurant & Lodging Association Educational Foundation (FRLAEF) invites you to participate in the 20th Annual Florida HTM Competitions to be held February 28-29, 2024, at the Rosen Plaza in Orlando, Florida.

**Eligibility Requirements**

Only schools teaching the Hospitality & Tourism Management (HTM) Second Edition or the Hospitality & Tourism Management Program (HTMP) First Edition during the 2023-2024 school year may compete.

Teams must consist of **secondary HTM** students from the same school and should have two (2) to four (4) students on the team. All students must be enrolled in an HTM high school program during the 2023-2024 school year.

Participating teams, teachers and mentors are responsible for understanding and following all the procedures and guidelines contained in this document. Please carefully read the Official Rules and Guidelines outlined in this document to avoid receiving penalties during the competition.

**Events**

This exciting 2-day competition will provide HTM students a unique opportunity to demonstrate their hospitality knowledge by competing in:

1. Hotel Operations Competition
2. Hospitality Project Competition

3. Knowledge Bowl

**Procedure**

1. Students are always expected to conduct themselves in a professional manner.
2. Each team will designate one team member to serve as team captain throughout the competition. Teams will designate the team captain on the school entry form.
3. Throughout the competition, each team member will be required to dress in proper attire.
   1. Case Study Attire - Appropriate business attire to consist of sports jacket, dress shirt/blouse, dress pants/skirt and dress shoes. Another example of appropriate business attire is polo shirts and khaki/dress pants.
   2. Knowledge Bowl Attire - Appropriate business attire to consist of sports jacket, dress shirt/blouse, dress pants/skirt and dress shoes. Another example of appropriate business attire is polo shirts and khaki/dress pants.
   3. Night Audit Attire – Casual attire is acceptable. An example of appropriate casual attire is jeans, t-shirts, and gym shoes.
   4. Hospitality Project Preparation Attire - Casual attire is acceptable. An example of appropriate casual attire is jeans, t-shirts, and gym shoes.
   5. Hospitality Project Presentation Attire - Appropriate business attire to consist of sports jacket, dress shirt/blouse, dress pants/skirt and dress shoes. Another example of appropriate business attire is polo shirts and khaki/dress pants.
4. Teams must compete in all phases of the competition. Teams will not be permitted to compete in just one or two sections.
5. At no time will teams be allowed to use an HTM textbook or any other assistance tool during the event.
6. Teams must report to the pre-determined station for each phase of the competition. A complete schedule of check-in times will be released prior to the competition.

### One instructor will act as the team’s administrative liaison. The instructor shall not participate in the competition and shall not communicate with team members during the actual competition. Except for the Knowledge Bowl, the instructor will not be allowed in the competition rooms while the competitions are taking place.

1. Participating teams, teachers and mentors are responsible for understanding and following all the procedures and guidelines contained in this document.
2. Teams will not be permitted to use their cell phones during the event.

**Scoring**

Students will compete in three (3) main events during the Competition. Each event carries a different point value, as outlined below. A breakdown of individual event scoring is included in the event descriptions contained in this document.

1. Hotel Operations Competition = 138 Maximum Points
   1. Night Audit/Hotel Accounting = 48 Maximum Points
   2. Food & Beverage Case Study = 45 Maximum Points
   3. Guest Service Case Study = 45 Maximum Points
2. Hospitality Project = 100 Maximum Points
3. Knowledge Bowl = 100 Maximum Points

Except for Knowledge Bowl, the score the team earns counts as their points for that event. The highest cumulative event winners for all phases of the competition will determine the overall winner.

For example:

Team A Scores Team B Scores Team C Scores\_\_\_\_\_

Hotel Operations = 90 (2nd) Hotel Operations = 80 (3rd) Hotel Operations = 105 (1st)

Hospitality Project = 70 (3rd) Hospitality Project = 95 (1st) Hospitality Project = 85(2nd)

Knowledge Bowl = 100 (1st) Knowledge Bowl = 98 (2nd) Knowledge Bowl = 96 (3rd)

**Total = 260 Total = 273 Total = 286**

Overall 1st Place = Team C

Overall 2nd Place = Team B

Overall 3rd Place = Team A

### Disqualification\*\*

### All participating team members must arrive for each competition on time, or they may be disqualified.

Teams arriving more than 5 minutes late to the pre-determined check-in station for each phase of the competition may be disqualified. All team members must be present for the duration of each phase of the competition.

### Under no circumstances will drug or alcohol use be permitted. If it is found that any member of the team is under the influence of drugs or alcohol or in violation of local drug and alcohol laws, during any part of the competition the entire team will immediately be disqualified. Any inappropriate behavior will be reported to the school principal.

### Any team receiving any coaching and/or assistance during the competitions will be disqualified.

### During the Hospitality Project, teams that use a pre-existing presentation (i.e., any presentation that was not created on-site from a blank Microsoft PowerPoint presentation), will be disqualified.

\*\*FRLAEF reserves the right to waive disqualification.

### Prizes

### For the Hotel Operations, Hospitality Project, and Knowledge Bowl Competitions first, second and third place winners will receive medals.

For the Overall competition first, second and third place winners will receive medals and scholarships from the FRLAEF. Various post-secondary institutes may award scholarships.

**The Hotel Operations Competition**

**Purpose**

The competition allows teams to analyze a Food & Beverage Case Study, Guest Services Case Study and complete a paper-based Night Audit.

The Competition is broken down into three (3) components:

1. Night Audit/Hotel Accounting = 48 Maximum Points
2. Food & Beverage Case Study = 47 Maximum Points
3. Guest Service Case Study = 47 Maximum Points

**Total Maximum Points = 142**

**Night Audit/Hotel Accounting**

Teams will demonstrate their knowledge in performing a paper-based night audit. Skills tested will include accurately performing calculations and posting front desk accounting information. The deliverables for the project are a completed Guest Ledger and completed calculations for occupancy percentage, average daily rate (ADR), revenue per available room (RevPAR), and the yield statistic.

Time Allotment:

45 minutes

Materials Provided:

1. Guest Folio Template for Each Guest (Exhibit B)
2. Guest Ledger Template (Exhibit C)
3. Scientific calculator
4. Scratch paper
5. Pencils

Procedures:

Teams will be given a scenario (Exhibit C) that includes background information on room rates and check-in and check-out dates for a hotel property. Three guest scenarios will be given with a series of associated transactions that must be posted to the ledger. On the Guest Ledger, guest should be listed by ascending room number.

Scoring (Exhibit D):

* Correct calculation of occupancy percentage = 6 points
* Correct calculation of ADR = 6 points
* Correct calculation of RevPAR = 6 points
* Correct calculation of yield statistic = 6 points
* Correct calculation of each of the postings required (shaded in red)

21 postings total at 1 point each = Maximum of 21 points

**Total Maximum Points for Night Audit/Hotel Accounting = 45**

**EXHIBIT A**

**Sample Scenario**

**Black Hills Spa and Resort**

**Scenario**

**Read** the instructions and work through the information provided, filling in forms based on the transactions stated below. When you have completed the exercise, you will have performed a simulated night audit.

**Your tasks** are to:

1. Conduct a typical night audit on **Guest Folios** for the nights of 2/7, 2/8, and 2/9 for a resort hotel property.
2. Complete the night auditor’s entries into the **Guest Ledger** for the night of 2/9.
3. Complete the separate **Hotel Accounting Calculations** activity.

***Audit Instructions***

**Post** the transactions to the guests’ folios as they occur.

1. If a guest checks in, create a folio for that guest’s charges.
2. Use the following room rate chart to establish guest charges by type of room.

|  |  |
| --- | --- |
| **ROOM TYPE** | **RATE** |
| Standard | $169.00 |
| Deluxe  Pool | $199.00  $219.00 |
| Spa Suite | $329.00 |

After **posting** all transactions for the day, post the room rate and add **room sales tax** (using 7% as the tax rate) for those guests who are still in the house.

1. **Balance** the folios.
2. **Complete** the Guest Ledger.
   1. Bring each guest’s balance forward.
   2. Enter the various charges and credits.
   3. Carry the balance forward for each guest folio.
3. **Total** all significant columns of the guest ledger on the House Totalline.
4. **Balance** and check the Guest Ledger for accuracy.

**Background Information**

Three guests have arrived or are due to arrive at the Black Hills Spa and Resort on or after February 7, 2012.

**Prepare Guest Folios for:**

**Guest #1 – Dr. Benton**

Dr. Benton checked into a spa suite #102 on February 7. She has booked three spa visits during her 3-night stay. Her expenses will be billed to the credit card provided during check-in. Dr. Benton requested an early check in so she could unpack before her first spa visit in the afternoon and a late check out on the day of her departure.

**Guest #2 – Mr. and Mrs. Guzman**

Mr. and Mrs. Guzman visit the Black Hills Spa every year and always request the same room. They have booked deluxe room #203 for 2 nights. They are checking in on February 8 and wish to settle the bill, in cash, at the end of their stay. The couple has paid an advance cash deposit of $400 for room nights and other expenses. They are aware all other expenses will be billed to their room and must be settled before departure.

The night auditor has been tasked with checking folio postings for a notation showing cash received.

**Guest #3 – The Spalding Family**

Mr. and Mrs. Spalding and their two children have booked a pool room and are due to arrive on February 7. They have been assigned room #210 and have a guaranteed reservation for 3 nights. The Spaldings secured their booking using a “Gold Visa.” The family plans to charge all expenses back to their room.

The **City Ledger Control Folio** has a balance of $95,000

The <**Advance Deposit Control Account>** has a credit balance of $5,500. (< > brackets indicate subtraction)

**Transactions**

Dr. Benton has in-room dining deliver breakfast on 2/8 and 2/9. The bill for 2/8 was $18.57, and for 2/9 it was $14.35.

The Spaldings rent four mountain bikes for one hour at $40.00 per hour, per bike, on 2/8 from the resort’s recreational vendor.

Spotless Cleaners delivers laundry for Dr. Benton on 2/8. The total is $104.

Dr. Benton’s three spa treatments were booked for 2/7, 2/8, and 2/9. The cost for each was $209.00.

Mr. and Mrs. Guzman ordered in-room dining on 2/8, including wine. The bill was $189.40.

On 2/7, Mr. Spalding made a gift shop purchase of $44.79.

A restaurant check was posted to the Guzman’s room on 2/9 for $105.60. The amount was posted to the folio and shown in the notes section as “Pd Cash.”

The Spaldings ate breakfast on 2/8 and 2/9. They charged $84.20 to the room on 2/8 and $67.30 on 2/9.

Mr. Spalding purchased bottled water from the pool bar on 2/9. The amount was $18.97.

The Guzmans had a room charge of $36.57 for the lobby bar and lounge on 2/9.

Dr. Benton ate dinner in the Café Vegan on 2/7 and charged $34.55 to her suite.

**Hotel Accounting Calculations**

The Hide Tide Beach Resort is a beautiful oceanfront hotel in Florida that is popular with locals as well as seasonal vacation guests. The Resort features standard, pool view, ocean view, and suites accommodations for a total of 390 guestrooms. On Friday, March 30, the High Tide Beach Resort sold 278 of its rooms for a total rooms revenue of $37,862. Assume the rack rate for each of the guestrooms is $159.

Using the data and information provided, calculate the following formulas:

**Note:** *Round numbers up or down to the closest whole number.*

Using the date and information provided, calculate the following formulas:

* Occupancy Percentage
* Average Daily Rate (ADR)
* Revenue Per Available Room (RevPAR)
* Yield Statistic

**EXHIBIT B**

**Guest Folio Template**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Guest Name:** | | | | | | | **Account No.** | | | | |
| **Room:** | | | **Rate:** | | | | **Arrival Date:** | | | | |
| Date | 2/7 | | 2/8 | | 2/9 | | 2/10 | | | 2/11 | | |
| Balance Forward |  |  |  |  |  |  |  | |  |  |  | |
| Room |  |  |  |  |  |  |  | |  |  |  | |
| Sales Tax |  |  |  |  |  |  |  | |  |  |  | |
| Restaurant |  |  |  |  |  |  |  | |  |  |  | |
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|  |  |  |  |  |  |  |  | |  |  |  | |
| In-Room Dining |  |  |  |  |  |  |  | |  |  |  | |
| Merchandise |  |  |  |  |  |  |  | |  |  |  | |
| Bar |  |  |  |  |  |  |  | |  |  |  | |
| Recreation |  |  |  |  |  |  |  | |  |  |  | |
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| Local |  |  |  |  |  |  |  | |  |  |  | |
| Long Distance |  |  |  |  |  |  |  | |  |  |  | |
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| Telegrams |  |  |  |  |  |  |  | |  |  |  | |
| Laundry- Valet |  |  |  |  |  |  |  | |  |  |  | |
| Cash Disburse |  |  |  |  |  |  |  | |  |  |  | |
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| Total |  |  |  |  |  |  |  | |  |  |  | |
| Less: Cash |  |  |  |  |  |  |  | |  |  |  | |
| Carried Fwd. |  |  |  |  |  |  |  |  | |  |  | |

**EXHIBIT C**

**Guest Ledger Template**

*The 21 postings shaded in red are the required posting calculations that count towards the final score.*

**Hotel Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| ***Room***  ***No.*** | ***No.***  ***Guests*** | ***Name*** | ***Balance***  ***Carried***  ***Forward*** | ***Room*** | ***Tax*** | ***Rest.*** | ***Bar*** | ***In-Room***  ***Dining*** | ***Telephone*** | | ***Laundry*** | ***Rec-reation.*** | ***Merchandise*** | ***Total***  ***Charges*** | ***Cash*** | ***Trans***  ***fers*** | ***Allow-***  ***ances*** | ***Bal.***  ***Carried***  ***Forward*** |
| ***Local*** | ***Long***  ***Dist.*** |
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**EXHIBIT D**

**Sample Scoring Sheet – Night Audit/Hotel Accounting**

Team: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Students will work as a team, demonstrating their skills in accurately performing calculations and posting front desk accounting information. Time allocated for this activity is 45 minutes. Students must correctly perform formula functions and post all transactions and balance entries.

**6 Points for Each Correct Formula**

* Correctly calculated occupancy percentage \_\_\_\_\_
* Correctly calculated average daily rate (ADR) \_\_\_\_\_
* Correctly calculated revenue per available room (RevPAR) \_\_\_\_\_
* Correctly calculated yield statistic \_\_\_\_\_

**1 Points for Each Correct Posting**

Each of the Three Guest

* Room Number
* Number of Guest
* Guest Name
* Balance Carried Forward
* Room
* Tax
* Total Charges
* Balanced Carried Forward

**Total Score: \_\_\_\_\_\_\_\_ (48 Points Maximum)**

**Food & Beverage Case Study and Guest Services Case Study**

Teams will demonstrate their critical thinking skills in two (2) different case study scenarios: one focused on Food & Beverage and the second focused on Guest Service.

Time Allotment:

15 minutes – Review case study and prepare answers to discussion questions

5 minutes – Verbal presentation to the judges

Materials Provided:

1. Scenario
2. Scratch paper
3. Pencils

Procedures:

Teams will be given a case study, that will provide the students with a scenario to include background information and a series of problems occurring. The team will be given 15 minutes to read the case study and prepare answers to the designated questions. Teams will then be asked to present their findings via a verbal presentation to a panel of judges, who will measure their scores based on 3 specific discussion questions posed at the end of the case study. Presentations for each case study will be limited to 5 minutes.

Teams are not permitted to have any materials with them in the holding room; including HTM textbooks and workbooks, note cards, or class binders.

Scoring for Each Case Study (Exhibit E)

**Total Maximum Points for Food & Beverage Case Study = 45**

**Total Maximum Points for Guest Services Case Study = 45**

**SAMPLE -- GUEST SERVICE CASE STUDY**

The Crown Plaza uses an online survey company to follow up with every guest after they check out of the hotel. The number one complaint of business travelers and a big complaint among vacation travelers was the internet service. Most guest complaints centered around the internet. Years ago the hotel made the decision to use two venders to provide internet services to guests. One vendor provided wired access to the guest rooms while the second vendor was responsible for the conference and public areas. An unintended consequence of this approach meant business guests were often paying for internet access twice - once in their guest rooms and a second time in the public area/meeting rooms. As a result of using two internet providers, the hotel was making no profit on the internet service because it was paying two companies.

To make matters more challenging, guest expectations have changed over the years. Guests now view internet access as a utility that should be free. However, this trend presents some obvious challenges. One of which deals with the hotel’s current limited access to bandwidth. The Crown Plaza is struggling with the concept of providing reliable, free internet access for all its guests due to the current limited available bandwidth, especially at peak times such as the morning and evening.

**Discussion Questions**

*1. What should the hotel research in regard to eliminating the business traveler’s complaint?*

*2. When researching the possibility of providing free internet, what factors should they consider?*

*3. What options, if any, should they research that are a compromise between using two providers and providing completely free internet?*

**SAMPLE -- FOOD AND BEVERAGE CASE STUDY**

The Shipwreck Cafe is in a small tourist community near the seaside. It has been in business for just two years. In that short time, it has developed a solid local customer base. During the tourist season, the restaurant gets many referrals from various resorts in the area but ultimately relies heavily on the locals to maintain its existence. Because of new housing development in the area, more chain and fast-food restaurants are starting to pop up.

The Cafe has a small select menu of healthy food, including fish and game, that is sourced locally. It also has a small staff that is headed by a well-educated, experienced chef. The physical location does not allow for much growth. However, the cash flow can be unreliable at times and the new competition is very concerning.

**Discussion Questions**

1. What opportunities should the owners research that would not require an increase in the size of the location but could result in an increase in cash flow? What could be the potential pros and cons?
2. What about the menu and/or location should they promote since it is a popular theme in the restaurant industry?
3. Should they increase their menu offerings to include items not sourced locally so they can expand beyond the local capacities? What could be the potential pros and cons?

**EXHIBIT E**

**Sample Scoring Sheet – Case Study**

*Separate scoring sheets will be tabulated for the Food & Beverage Case Study*

*and Guest Services Case Study*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **EVALUATION CRITERIA** | **POOR** | **FAIR** | **GOOD** | **VERY GOOD** | **EXCELLENT** | **SCORE** |
| **Content** | | | | | | |
| **Question 1** | 1 2 | 3 4 | 5 6 | 7 8 | 9 10 |  |
| Did the team address all the issues and provide the correct solution to the problem? |
| **Question 2** | 1 2 | 3 4 | 5 6 | 7 8 | 9 10 |  |
| Did the team address all the issues and provide the correct solution to the problem? |
| **Question 3** | 1 2 | 3 4 | 5 6 | 7 8 | 9 10 |  |
| Did the team address all the issues and provide the correct solution to the problem? |
| **Team Appearance** | | | | | | |
| **Team Appearance** | 1 | 2 | 3 | 4 | 5 |  |
| Did the team have a uniformed, professional team appearance? |
| **Team Presentation** | | | | | | |
| **Team Presentation** | 1 | 2 | 3 | 4 | 5 |  |
| Did the team have a professional, organized, thought out presentation? |
| **Team Member Participation** | | | | | | |
| **Team Member Participation** | 1 | 2 | 3 | 4 | 5 |  |
| Did each member of the team equally participate in the verbal presentation? |

**The Hospitality Project**

### Purpose

During the Hospitality Project, teams will play the role of the hotel Catering Sales Manager. The client has finalized all details for their event at the hotel, now the team must execute the client's vision. The team will demonstrate their knowledge and skills by preparing a BEO and floor plan. They will also demonstrate their presentation skills when presenting this information to the judges.

### Time Allotment

**2 hours – Preparation Time**

15 minutes – Verbal Presentation to the judges

**Materials Provided**

1. One laptop computer, per team, with complete suite of Microsoft Office Programs and BEO template
2. Room specifics from hotel to include details of ballroom space
3. Two binders to be used for hard copy of presentation
4. Scrapbook paper, pens, pencils, and markers
5. Two shared printers monitored by FRLAEF staff member
6. LCD projector, screen, and wireless clicker for presentation

**Procedures**

Teams will be given a scenario (Exhibit F) at the start of the Hospitality Project Competition in which they are asked to serve as an catering sales manager at a hotel property. The teams are preparing the clients BEO and floor plan diagram.

The deliverables for this project include the following:

* One BEO
  + The BEO should have a menu on it as well as a set up option.
* On Floor Plan Diagram
  + The Floor Plan Diagram should include the number of tables, stage set up along with any other details mentioned in the scenario.
* PowerPoint presentation to the judges that must include the BEO and Floor Plan Diagram.

**Rules and Guidelines**

1. Teams will be given the use of computers to prepare their project.
2. Teams will be required to use a laptop while preparing their presentations. Only one laptop per team will be permitted.
3. No Wi-Fi or Internet service of any kind will be permitted during the project.
4. Students must prepare one BEO and one Floor Plan Diagram.
5. An FRLAEF staff member will be monitoring the printers throughout the preparation time for the students to print hard copies of their presentations. The staff person will have a flash drive to copy the presentation from the team computer to the printer. Students are not permitted to bring their own flash drive.
6. All components of the project must be created on-site. Any team found using a pre-existing presentation will be disqualified.
7. Prior to leaving the room, teams will be required to turn in any hard copies to the designated staff member including notecards.
8. When teams enter the presentation room, they will be given the two binders and notecards left with FRLAEF staff at the completion of the preparation time. Teams may not bring anything into the room with them besides these items. The PowerPoint will be on the screen and a clicker will be available.
9. The BEO and Floor Plan Diagram will be presented to the judges. The format of the presentation is the students’ choice, but students must use the programs provided to them in Microsoft Office (Power Point, Word, etc.). *The only portion of the project that may be submitted without the use of a computer is a hand-drawn floor plan. The floor plan may be presented either electronically or in a paper-based format to the judges.*
10. Teams will report to a pre-determined location and time for their presentations. The presentation schedule will be released prior to February 2024.
11. During the presentation, the students must submit a print version of their presentation in two identical binders which will be left with the judges. The binders should contain a hard copy of the team’s BEO and Floor Plan Diagram. If the students choose to hand-draw the floor plans, the drawings must be submitted in the binders as well. The hard copies must match what was presented verbally to the judges.

**Scoring (Exhibit G)**

**Total Maximum Points for Hospitality Project = 100**

**EXHIBIT G**

**Sample Scoring Sheet – Hospitality Project**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **EVALUATION CRITERIA** | **POOR** | **FAIR** | **GOOD** | **VERY GOOD** | **EXCELLENT** | **SCORE** |
| **Event BEO** | | | | | | |
| **Contact Information** | 1 2 | 3 4 | 5 6 | 7 8 | 9 10 |  |
| Was the contact information complete and accurate? |
| **Function** | 1 | 2 | 3 | 4 | 5 |  |
| Were the function details complete and accurate? |
| **Room Set Up** | 1 2 | 3 4 | 5 6 | 7 8 | 9 10 |  |
| Were the room set up details complete and accurate? |
| **Banquet Menu** | 1 2 | 3 4 | 5 6 | 7 8 | 9 10 |  |
| Were the banquet menu details complete and accurate? |
| **Audio- Visual** | 1 | 2 | 3 | 4 | 5 |  |
| Was the audio-visual information complete and accurate? |
| **Signature** | 1 | 2 | 3 | 4 | 5 |  |
| Was the client asked to sign off on the BEO? |
| **Event Minimums and Budget** | | | | | | |
| **F&B Minimum** | 1 | 2 | 3 | 4 | 5 |  |
| Was the hotel F&B minimum reached? |
| **Client Budget** | 1 | 2 | 3 | 4 | 5 |  |
| Was the client’s budget followed? |
| **Floor Plan** | | | | | | |
| **Guest Tables** | 1 2 | 3 4 | 5 6 | 7 8 | 9 10 |  |
| Were the correct number of guest tables included? |
| **Other Elements** | 1 2 | 3 4 | 5 6 | 7 8 | 9 10 |  |
| If appropriate, were all other required elements complete and accurate? |
| **Team Appearance and Presentation** | | | | | | |
| **Team Appearance** | 1 | 2 | 3 | 4 | 5 |  |
| Did the team have a uniform, professional team appearance? |
| **Team Presentation** | 1 2 | 3 4 | 5 6 | 7 8 | 9 10 |  |
| Did the team have a professional, organized, though- out presentation? |
| **Team Member Participation** | | | | | | |
| **Team Member Participation** | 1 2 | 3 4 | 5 6 | 7 8 | 9 10 |  |
| Did each member of the team equally participate in the verbal presentation? |

***Banquet Event Order SAMPLE***

Name of Group: HTM Competition Meeting Name: HTM Competition Awards

**ROSEN PLAZA**

9700 International Drive, Orlando, FL 32819-8114 \* Phone: 407.996.9700 \* Fax: 407.996.9111

Page 1 of 1

Primary Contact: Laura Rumer Event Date: March 6, 2023

Address: 230 South Adams Street On-Site Contact: Laura Rumer

Tallahassee, FL 32301 Email: laura@frla.org

Phone Number: 321-689-7192

Function

Day/Date Start Time End Time Event Type Location Tent Set

Monday, March 6, 2023 6 AM 6:30 PM Set Up Ballroom BCD 500 500

Monday, March 6, 2023 6:30 PM 9 PM Dinner Ballroom BCD 500 500

ROOM SETUP BANQUET MENU

6 AM – 6:30 PM Ballroom BCD 6:30 PM – 9 PM Ballroom BCD

See diagram **Salad – Pre-set**

6’ Rounds of 10 **Gourmet Berry Salad**

Navy linens/Grey napkins Mixed Field Green, Wild Berries, Toasted Almonds, and Buffalo

Standard centerpieces Mozzarella. Pomegranate Acai Vinaigrette and Creamy, Peppercorn

Standing Podium on stage Ranch Dressing on Side

(3) 8 ft tables on back of riser for awards

Stage size: 24 x 24 **Petite Filet Mignon Wrapped in Nueske’s Bacon**

Chair covers provided by Beautiful Chair Covers Paired with Pan Seared Sea Bass and a Truffle Cream Sauce. Jack’s

White chair covers with navy sashes Au Gratin Potatoes. Asparagus, Broccolini, Fire Roasted Pepper

AV Table/ Staff set for 6 people

Warm Rolls

**Dessert**

Crème Brulé Cheesecake

**Beverages – Pre-Set Iced Water**

Serve Lemonade, Coffee, and Hot Tea

BANQUET Rate Total

500 $56.00 $28,000

Service Fee $7280.00

Subtotal $35,280.00

Sales Tax $2,293.20

Total $37,573.20

AUDIO-VISUAL

Amount Description Rate Total

2 Video – Ballroom Dual 5.5k LCD Projector $2217.00 Daily $4434.00

1 8x1 Seamless Switcher $655.00 Daily $655.00

1 Podium Microphone $65.00 Daily $65.00

1 Audio – Line Array Speaker Package $1865.00 Daily $1865.00

1 3-8 Channel Digital Mixer $150.00 Daily $150.00

1 Stage Wash $804.00 Daily $804.00

1 LED Lighting Package $405 Daily $405.00

5 Technician to Set/Strike – 7 hours $100 per Hour $3500.00

1 Audio Technician – Operate – 6 Hours $115 per Hour $690.00

1 Video Technician – Operate – 6 Hours $115 per Hour $690.00

Subtotal $13,258.00

Service Fee $3447.08

Subtotal $16,705.08

Sales Tax $1,085.83

Total $17,790.81

Guarantee Information and Signature

Guaranteed guest count must be confirmed 72 hours (3 working days) prior to the event. If guarantee is not received by the hotel, the expected count becomes the guarantee for minimum billing purposes. A Taxable Service Charge 26% and 6.5% Sales Tax has been included in the above prices.

Authorized Signature: Date:

**EXHIBIT F**

**Sample Scenario: Hospitality Project**

You are catering sales manager at the Rosen Plaza in Orlando, FL. Your new client Laura Rumer has signed a contract with your property to host an awards dinner on March 6, 2023.

Client Budget: $56,000

* Includes:
  + F&B
  + Room Rental (if applicable)
  + A/V
  + Additional Rented Items/Upgrades

Hotel F&B Minimum: $42,000

* If client has at least $42,000 in F&B then meeting room rental will be waived, otherwise meeting room rental will be $5,000.

The Client has proved the following details regarding the event.

* Laura Rumer’s contact information is 230 South Adams Street, Tallahassee, FL 32301. She can be reached at 321-689-7192 or laura@frla.org.
* The event is an awards dinner for the HTM Competition which will be held March 6, 2023 beginning at 6:30 PM. It is scheduled to conclude at 9 PM.
* Room Setup:
  + The room will be set with 6’ rounds of 10.
  + There will be a stage that is 24’ x 24’.
    - The stage setup will include a standing podium with microphone along with (3) 8 ft tables towards the back of the stage for awards.
  + There will be an AV table (tech booth) to the right of the stage, large enough for 6 people.
  + On each side of the stage will be a screen and projector setup.
* The event is alcohol free.
* There will tentatively be 500 attendees.
* Client wants navy linens with grey napkins along with the standard centerpieces.

Additional Information:

* Beautiful Chair Covers will provide the chair covers. They will be white chair covers at $2 each with navy sashes that cost $1 each.
* Encore Audio Visual Services will provide the AV for the event. Pricing can be found on separate pricing sheet.
  + All costs are subject to 26% taxable service fee & 6.5% sales tax.
* The Rosen Plaza will set the tables with standard linen and basic centerpieces, which is included with the room rental free of charge.
  + Premium linen is available for an additional charge of $3 per person.
  + Premium centerpieces are available for an additional charge of $2 per person.
* Staff will begin setting the space at 6 AM.

**Your deliverables are as follows:**

1. Select an appropriate room to accommodate a group this size.
2. Select an appropriate menu that follows both the client’s budget and the hotels F&B Minimum.
   1. Salad
   2. Entrée
   3. Dessert
3. Prepare a BEO that includes:
   1. All event details/client information
   2. Breakdown of F&B costs
      1. Including a 26% taxable service fee & 6.5% sales tax.
   3. Breakdown of A/V costs:
      1. Including a 26% taxable service fee & 6.5% sales tax.
   4. Additional rentals/upgrades
4. Floor Plan Diagram
5. PowerPoint Presentation
   1. Includes all above information (Deliverables 1-4)

**AV Prices**

**Item Description rate**

**Video**

1 Video – Ballroom Dual 5.5k LCD Projector $2217.00 Daily

5500 Lumen 1280x800 LCD

9’ x 16’ Dress Kit Black

9’ x 16’ Screen Frame

9’ x 16’ Front Projection Surface

25’ HDMI Cable

1x 2 HDMI DA

If you have more than one video screen, then one of these is required.

1 8x1 Seamless Switcher $655.00 Daily

**Audio**

1 Podium Microphone $65.00 Daily

1 Handheld Microphone $65.00 Daily

If you have a microphone, then one of these is required.

1 Audio – Line Array Speaker Package $1865.00 Daily

12” 2-Way Powered Line Array

Single 18” Powered Line Array Subwoofer

Audio Cable

1 3-8 Channel Digital Mixer $150.00 Daily

**lighting**

1 Stage Wash $804.00 Daily

2 - 4 x 1.2K Simmer Park

12 Channel DMX/MPX Lighting Controller

2 - 50 LB Steel Pipe Base Plate Round

8 – ETC Source 4 19 Black SPG

2 – Sand Bag 25 LB

2 – 14’ Steel Pipe

1 LED Lighting Package $405 Daily

10 LED Accent Light

**labor**

1 Technician to Set/Strike $100 per Hour

(5 Technician Minimum with 7 Hours Each Minimum)

1 Audio Technician – Operate $115 per Hour

(1 Technician Minimum with 6 Hours Each Minimum)

1 Video Technician – Operate $115 per Hour

(1 Technician Minimum with 6 Hours Each Minimum)

# Knowledge Bowl Competition

**Purpose**

Teams will demonstrate their hospitality knowledge by competing in a “Jeopardy Style” question and answer event.

**Rules and Guidelines**

Knowledge Bowl questions will originate from the Hospitality & Tourism Management books, Second Edition.

While not in the competition room, teams will be held in a holding room. Teams are not permitted to have any materials with them in the holding room. This includes HTM textbooks and workbooks, note cards, or class binders. While in the holding room, teams are not allowed to discuss the questions from their previous round as some teams may not have competed yet.

Teachers, parents, and sponsors are welcome to sit in the audience during this phase of the Competition. However, they are not permitted to help the students.

#### Procedures

1. Team pairings for Round 1 and Round 2 of the Competition will be released prior to February 2024. The event is double elimination so each team will compete in at least Round 1 and Round 2.
2. The questions within a round will be identical for all teams. For example, each team competing in Round 1 will be asked the exact same question. The teams will be sequestered while not competing. Students are not allowed to discuss the questions when they return to the sequestration room.
3. All rounds will consist of 10 questions. Two teams will compete against each other in each round. The team to receive the first question will be determined by a coin toss.
4. Each team must identify the team captain who will sit in the assigned seat. Competing teams will take turns answering questions. Once the question has been read, teams will have 10 seconds to answer the question. Questions will only be answered by the team captain. If someone other than the team captain answers the question, it will not be considered.
5. If the question is answered correctly, the team will be awarded 5 points.
6. If the question is answered incorrectly, the opposing team will have 5 seconds to answer the question correctly. If they answer correctly, they will be awarded 5 points.
7. Teams will receive 5 points for a correct answer; NO points will be deducted for an incorrect answer.
8. If the answer given is not clear to the moderator, s/he will ask the judges to make a final decision.
9. If a team wishes to challenge a decision, the team captain must say “challenge” immediately after the decision. Challenges will not be accepted after the next question is read.
10. In the event of a tie, each team will receive one additional question until the tie is broken.

### Final Placement

1. The teams who advance to the FINAL MATCH of the tournament will earn a final placement of 1st or 2nd place, with 1st place going to the team with the higher score in the final elimination match. The tiebreaker rules notated in #11 above will apply to the FINAL MATCH.
2. If necessary, a 3rd Place “Bronze Medal” match will be held to determine 3rd place. The losing team of the “Bronze Medal” match will receive 4th place in the final rankings. The tiebreaker rules notated in #11 above will apply to the “Bronze Medal” match.
3. The remaining final placements will be determined based on the points earned in the tournament.

**Scoring**

Points toward the overall cumulative score of the Competition will only be awarded. Teams can earn a maximum of 100 points to count towards their cumulative Competition score.

***Final Placement:***

1st Place Team 100 Points

2nd Place Team 98 Points

3rd Place Team 96 Points

4th Place Team 94 Points

5th Place Team 92 Points

6th Place Team 90 Points

7th Place Team 88 Points

8th Place Team 86 Points

9th Place Team 84 Points

10th Place Team 82 Points