



OCCUPATIONAL CATEGORY

Quick Serve Restaurant
Management Series

INSTRUCTIONAL AREA

Emotional Intelligence

PARTICIPANT INSTRUCTIONS

PROCEDURES

1. The event will be presented to you through your reading of these instructions, including Performance Indicators Evaluated 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.
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 EVALUATED

1. Explain management's role in customer relations.
2. Demonstrate a customer service mindset.
3. Handle customer/client complaints.
4. Persuade others.
5. Defend ideas objectively.

EVENT SITUATION

You are to assume the role of crew chief for CLUCKERS, a fried chicken quick-serve restaurant. You will settle a dispute between one of your cashiers and an upset customer (judge).

CLUCKERS is a fried chicken restaurant located in a downtown business area. CLUCKERS is highly dependent on its lunch business for the majority of its sales and is always very busy at lunch. Your menu is typical for a fast food chicken establishment—chicken tenders, chicken pot pies and of course, the specialty, Southern fried chicken made with a secret batter. You also provide a wide selection of side orders, drinks and desserts.

Your job as front crew chief includes several areas: training and supervising the cashiers, providing change for the cash drawers, counting all the cash drawers at the end of shifts, stocking the front line supplies (cups, trays, etc.), maintaining the cleanliness of the front line area and assisting the cashiers when there is a rush, especially at lunch.

A customer (judge) who has returned to see you is accusing one of your cashiers of shortchanging him/her earlier during the lunch rush. The customer (judge) had picked up a large order that had been placed by phone. The price quoted was \$44.75. The customer believes he/she gave the cashier three twenties, but now thinks he/she only got change for \$50.00. The customer (judge) didn't notice the error until later when handing change back to co-workers. Apparently, the customer (judge) was picking up straws, napkins and eating utensils as the change was being counted. The customer wants the rest of the change.

When the customer (judge) returned to the restaurant, he/she first spoke to the cashier who originally waited on him/her. The cashier insisted that the correct change was given, and would not give in to the customer (judge). It was after this exchange that the customer (judge) asked to speak with you as the supervisor. The customer (judge) is complaining about one of your best cashiers who always ranks at the top in accuracy among your crew members. This is the first customer complaint against this particular cashier, but the customer (judge) is convinced that a mistake was made.

You will meet with the customer (judge) in a role-play to take place at the counter to discuss what happened and come to a solution to the problem. The customer (judge) will begin the role-play by greeting you and asking to receive the rest of the change. After you have dealt with the situation and have answered the customer's (judge's) questions, the customer (judge) will conclude the role-play by thanking you for your help.

Judge's questions:

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

1. Are you going to give me my money back or are you going to side with the cashier because you work together?
2. What kind of training do you provide your cashiers?
3. If you don't give me my money back, can you afford to lose our business?

JUDGE'S EVALUATION FORM

QSRM

DID THE PARTICIPANT:

1. Show empathy for others?

POOR**0, 2**

Attempts at showing empathy for others were ineffective or weak.

FAIR**4, 6, 8**

Adequately showed empathy for others.

GOOD**10, 12, 14**

Effectively showed empathy for others.

EXCELLENT**16, 18**

Very effectively and clearly showed empathy for others.

2. Demonstrate initiative?

POOR**0, 2**

Attempts at demonstrating initiative were ineffective or weak.

FAIR**4, 6, 8**

Adequately demonstrated initiative.

GOOD**10, 12, 14**

Effectively demonstrated initiative.

EXCELLENT**16, 18**

Very effectively and clearly demonstrated initiative.

3. Maintain a positive attitude?

POOR**0, 2**

Attempts at maintaining a positive attitude were inadequate or unclear.

FAIR**4, 6, 8**

Adequately maintained a positive attitude.

GOOD**10, 12, 14**

Effectively maintained a positive attitude.

EXCELLENT**16, 18**

Very effectively and clearly maintained a positive attitude.

4. Handle difficult customers?

POOR**0, 2**

Attempts to handle difficult customer were ineffective or inadequate.

FAIR**4, 6, 8**

Adequately handled difficult customer.

GOOD**10, 12, 14**

Effectively handled difficult customer.

EXCELLENT**16, 18**

Very effectively and professionally handled difficult customer.

5. Handle customer/client complaints?

POOR**0, 2**

Attempts at handling the customer's complaints were weak or ineffective.

FAIR**4, 6, 8**

Adequately handled the customer's complaints.

GOOD**10, 12, 14**

Effectively handled the customer's complaints.

EXCELLENT**16, 18**

Very effectively and professionally handled the customer's complaints.

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

POOR**0, 1**

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

FAIR**2, 3, 4**

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

GOOD**5, 6, 7**

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

EXCELLENT**8, 9, 10**

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

Judge's Initials _____

TOTAL SCORE _____