

Serving Up Success is an individual NJ FCCLA State Event that introduces students to the hospitality industry. It has three parts: a pre-event interview, a restaurant serving simulation, and situation questions.

NEW JERSEY CORE CURRICULUM STANDARDS

- 1.1.12C.1 Use contextual clues to differentiate between unique and common properties and cultural implications of dance, music, theater and visual arts.
- 2.1.12.A.1 Analyze the role of personal responsibility in maintaining and enhancing personal, family, community and global wellness.
- 2.2.12.B.1 Predict the short and long term consequences of good and poor decision-making on oneself, friends, family and others.
- 3.1 Understand and apply the knowledge of sounds, letters, and words in written English to become independent and fluent readers, and will read a variety of materials and texts with fluency and comprehension.
- 3.3 Speak in clear and concise organized language that varies in content and form for different audiences and purposes.
- 3.4 Listen actively to information from a variety of sources in a variety of situations.
- 3.5 Access, view, evaluate, and respond to print, nonprint, and electronic texts and resources.
- 4.1 Develop number sense and will perform standard numerical operations and estimation on all types of numbers in a variety of ways.
- 4.2 Develop spatial sense and an ability to use geometric properties, relationships and measurement to model, describe and analyze phenomena.
- 9.1.12.A.1 Apply critical thinking and problem solving strategies during structured learning experiences
- 9.3.12.C.2 Characterize education and skills needed to achieve career goals, and take steps to prepare for postsecondary options, including course selections, assessments, and extra-curricular activities.
- 9.3.12.C.3 Develop personal interests and activities that will support declared career goals and plans.
- 9.1.12.F2 Demonstrate a positive work ethic in various settings, including the classroom and during structured learning experiences.
- 9.3.12.C.5 Identify transferable skills in career choices and design alternative career plans based upon those skills.
- 9.3.12.C.6 Develop job readiness skills by participating in structured learning experiences and employment seeking opportunities.
- 9.3.12.C.7 Pursue a variety of activities related to career preparation (e.g., volunteer, seek employment, apply for training grants, higher education grants and loans.)
- 9.3.12.C.11 Evaluate the responsibility of employers and employees for maintaining workplace safety and health rights related to a particular occupation/career.

- 9.3.12.C.21 Analyze employment trends by industry sector to determine how employment and training requirements change over time.
- 9.1 Develop career awareness and planning, employability skills, and foundational knowledge necessary for success in the workplace.
- 9.2 Demonstrate critical life skills in order to be functioning members of society.

EVENT CATEGORY**Junior:** Grades 6-9**Senior:** Grades 10-12**Occupational:** Grades 10-12**ELIGIBILITY**

1. Each Chapter may submit one (1) participant for every ten (10) affiliated chapter members with a maximum of two (2) entries per event category.
2. Participation is open to any affiliated FCCLA member.

REGULATIONS

1. Prior to the State Leadership Conference, Serving Up Success participants must conduct a field observation/interview at a local restaurant/establishment. The purpose of this interview is for students to understand the scope of the hospitality industry as it relates to food service and appreciate the training and skills necessary to become successful in this field. Participant must complete an interview that has a minimum of five (5) questions; three (3) questions are provided to launch the interview process. The information from the interview must be typed, not exceed two (2) pages and submitted at Competitive Events registration at the State Leadership Conference.
2. A Chapter must submit three (3) stapled sets of the interview in one letter sized manila file folder at Competitive Events registration at the State Leadership Conference. The folder must be labeled in the left hand corner as follows:
 - A. Participant Name
 - B. School/Chapter Name
 - C. Event Name
 - D. Event Category
3. The restaurant serving simulation will be conducted at the State Leadership Conference. Each participant will be given a specific time to meet with the judges. The participant will have fifteen (15) minutes for this portion of the event that will consist of:

| | |
|---|----------------------------------|
| - Setting the table | - Clearing the table |
| - Seating the guests | - Presentation of check |
| - Introduction and presentation of menu | - Responses to judges' questions |
| - Taking the order | - Serving food and beverage |
| - Proper charges for food and tax and totaling of guests' charges | |
4. Prior to the competition the participant should visit the New Jersey FCCLA web site at www.fcclanj.org and visit the competitive events section. Click on Serving Up Success Tutorial for more information about hospitality standards.
5. Participant will provide personal uniform, proper shoes, appropriate hair covering, and/or restraint.
6. NJ FCCLA will provide the following items:

| | |
|---|--|
| - Cloth table coverings and cloth napkins | - Food and beverages available on menu |
| - Dishware, flatware, glassware | - Condiments |
| - Menu | |

7. Participant will be responsible for setting the table and serving the items ordered by the judges.
8. After seating the judges, who are the guests, participant will begin the serving process by offering a menu, taking beverage orders, etc. Participant should consider the appropriate sequence of courses.
9. This is a simulation of food service and hospitality. The menu items will be food models.
10. Each participant is required to clean the work area in preparation for other participants.
11. Tax will be added to the check at the rate of 7% and gratuity at the rate of 18%.
12. Following the event, judges will question the participant for approximately five (5) minutes. Participant must be able to answer scenario questions that may include but are not limited to health and safety.
13. See GENERAL INFORMATION AND RULES in these guidelines.

SERVING UP SUCCESS SPECIFICATIONS

File Folder

A Chapter will submit one (1) letter size manila file folder containing three (3) identical sets, with each set stapled separately, of the items listed below at Competitive Events registration at the State Leadership Conference. The file folder must be labeled in the left hand corner as follows:

- Participant Name
- School/Chapter Name
- Event Name
- Event Category

| | |
|-----------------------------|--|
| Project Identification Page | One 8½" x 11" page on plain paper, participant must include name, school/chapter name, event name, event category. |
| Restaurant Interview | Type the questions and responses to a minimum of five (5) interview questions. Use 8½" x 11" plain paper. Attach this to Field Observation Cover Page. |
| Comprehensive Responses | Informative responses with correct spelling, grammar and punctuation. Neat and legible paperwork |

Demonstration

The demonstration is not to exceed fifteen (15) minutes. Students will simulate a restaurant's food service operation.

| | |
|----------------------------------|--|
| Organization | Clean and organized work area |
| Appropriate Attire | Neat and professional |
| Set Table | Accurate table setting according to the menu |
| Seating | Politely greet and seat guests |
| Taking Order | Record food and beverage order accurately |
| Serving | Serve food correctly and elegantly |
| Safety and Sanitation | Proper precautions for health, safety and sanitation |
| Check | Accurate food charges incorporating tax and tip |
| Time Management | Good use of time allotted |
| Voice | Speak clearly with appropriate pitch, tempo and volume. |
| Grammar and Pronunciation | Use proper grammar and pronunciation. |
| Knowledge of Hospitality Careers | Provide clear and concise answers to evaluators' questions regarding subject matter. |

Field Observation/Interview Cover Page

Name of Participant _____

School/Chapter _____

Name of Restaurant/Establishment _____

Address of the Restaurant/Establishment _____

Date of Visitation _____

Signature of the Manager on Duty _____

Visit a reputable restaurant for the purpose of observing skilled servers on the job. Avoid peak business hours and upon arrival explain your objectives to the manager on duty. When appropriate, interview your server or the manager on duty. Ask a minimum of 5 questions that include the following:

1. *What are 3 advantages of being a server?*
2. *What type of training is needed in order to become an excellent server?*
3. *How does personality, attitude and communication skills help you interact with difficult situations that arise with customers and coworkers?*

Please attach the questions and answers to this sheet.

SERVING UP SUCCESS RATING SHEET

Name _____ School _____

Check event category: _____ Junior _____ Senior _____ Occupational

Write the appropriate rating under the SCORE column. Points given may range between 0 and a maximum number indicated. Where information is missing, assign a 0. Total the points and enter under TOTAL SCORE.

| Evaluation Criteria | Very | | | | | Score | Comments |
|---|------|------|------|------|-----------|-------|----------|
| | Poor | Fair | Good | Good | Excellent | | |
| PERSONAL CHARACTERISTICS | | | | | | | |
| Personal Appearance; clean and well groomed | 0-1 | 2 | 3 | 4 | 5 | | |
| Poised, polite, and pleasant in non-verbal as well as verbal communication using proper grammar | 0-2 | 3-4 | 5-6 | 7-8 | 9-10 | | |
| Enthusiastic with a positive work ethic | 0-1 | 2 | 3 | 4 | 5 | | |
| JOB PERFORMANCE | | | | | | | |
| Table setting neat and appropriate | 0-1 | 2 | 3 | 4 | 5 | | |
| Greeting and seating of guests | 0-1 | 2 | 3 | 4 | 5 | | |
| Appropriate presentation and removal of food, beverage items and table appointments | 0-2 | 3-4 | 5-6 | 7-8 | 9-10 | | |
| Use and awareness of good safety and sanitation procedures | 0-2 | 3-4 | 5-6 | 7-8 | 9-10 | | |
| Guest check legible with accurate account of charges | 0-2 | 3-4 | 5-6 | 7-8 | 9-10 | | |
| Job performance; meeting customer expectations, using good judgment | 0-2 | 3-4 | 5-6 | 7-8 | 9-10 | | |
| Clean work area and good care of Equipment | 0-1 | 2 | 3 | 4 | 5 | | |
| Knowledgeable answers to judges Questions | 0-2 | 3-4 | 5-6 | 7-8 | 9-10 | | |
| OBSERVATION/INTERVIEW | | | | | | | |
| Report complete with an interesting scope of questions | 0-2 | 3-4 | 5-6 | 7-8 | 9-10 | | |
| Neat and legible, Appropriate information, Signed and verified | 0-1 | 2 | 3 | 4 | 5 | | |

Total Score _____

Verification of Total Score (please initial)

Evaluator _____

Room Consultant _____

Lead Consultant _____

Circle Rating Achieved:

Gold: 90-100

Silver: 75-89

Bronze: 60-74