

SkillsUSA Events for

Hospitality Management

Scroll down for Contest Quick Guides

- Restaurant Service
- Customer Service*

** Shared with Marketing/Business*

***FOR FULL CONTEST OUTLINES, PLEASE REFER TO THE STATE OR NATIONAL STANDARDS.**

***NATIONAL STANDARDS CAN ONLY BE ACCESSED BY INSTRUCTORS WHO HAVE A CURRENT PROFESSIONAL MEMBERSHIP.**

Contest Name:	Restaurant Service
Shop Alignment:	Culinary Arts
Eligibility:	All Students
Contest Type:	Individual
In-House Competition:	YES
District Event:	YES—written test
State Event:	YES—skill based
National Event:	YES—written, interview, and skill components

FOR FULL CONTEST OUTLINES, PLEASE SEE YOUR SHOP INSTRUCTOR OR SKILLS ADVISOR.

Official Contest Description:

“Contestants are tested on skills required in the “front of the house” of a fine restaurant. The focus is on guest service and guest relations in the dining room including: table set up; greeting guests; reservations procedures; presentation of menus; description of food, drinks, soups and specials of the day; taking orders; serving each course and clearing the table after each course; and preparation and presentation of the check and closing remarks. Contestants are judged on personal appearance, tableside manner, professionalism, ease with guests, courtesy, general knowledge and technical and verbal skills” (Contest Descriptions).

Source: “Contest Descriptions.” SkillsUSA, www.skillsusa.org/competitions/skillsusa-championships/contest-descriptions/.

Contest Name:	Customer Service
Shop Alignment:	Business, Marketing, and Hospitality
Eligibility:	All Students
Contest Type:	Individual
In-House Competition:	Yes
District Event:	Yes
State Event:	YES—skill based
National Event:	YES— written skill and career readiness assessment, skill component, and interview.

FOR FULL CONTEST OUTLINES, PLEASE SEE YOUR SHOP INSTRUCTOR OR SKILLS ADVISOR.

Official Contest Description:

This contest “evaluates students’ proficiency in providing customer service. The contest involves live, role-playing situations. Contestants demonstrate their ability to perform customer service in both written and oral forms including telephone and computer skills, communications, problem solving, conflict resolution and business etiquette” (Contest Descriptions).

Source: “Contest Descriptions.” SkillsUSA, www.skillsusa.org/competitions/skillsusa-championships/contest-descriptions/.