



2017 National STAR Events Hospitality, Tourism, and Recreation Senior Category



Culinary

You just started working at the new bakery in town. A mother comes in and wants to buy a dozen brownies, however she tells you that her son is deathly allergic to peanuts and none of his food can be within 10 in. of any peanut products or he may die. You know that there are several cookies that have peanuts in them, but they are stored in another case. However, you don't know when or how they are made? You know also know that the new bakery needs the business by selling the brownies. What should you do?

Lodging

You work the front desk at the large city hotel. One evening, an older lady calls hysterically telling you that all of her jewelry had been stolen from her hotel room. However, she chose not to have her room cleaned that morning by the cleaning service. How do you handle this customer service situation?

Recreation

As an employee at the local fitness facility, you are starting to see a lot of new faces. However, you soon learn that the ID membership card system is not keeping track of the members and is just letting everyone in the facility even if they are not members. What should you say to the manager about the membership card system? How can you handle the patrons entering the facility and make sure they are all members?

Tourism

A large group has asked you to plan a day for high school students in Washington D.C. They have asked for it to include several national monuments to visit. Once the students and chaperones arrived at the monuments, they saw that there were several large protest groups marching and making quite the scene. The following day you learn about the protests, what could have you done to better prepare the students/chaperones for the protestors? Should you choose this day trip for another group of students?

Event Coordination

As a wedding coordinator, it is very important to have an approximate head count for the wedding/reception. On the night of a client's wedding reception, you realize that there is not enough food for the entire guest at the reception. How are you going to handle this? What are you going to do?



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You work the front desk at the local hotel. One morning, a guest calls down hysterically claiming he missed his flight home to Nashville, because the hotel room's phone alarm did not wake him up. He believes it is the hotels' fault and the hotel needs to pay for his missed flight. How should you handle is customer service situation?

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