**2016 National STAR Events**

**Hospitality, Tourism, and Recreation**

**Senior Category**

**Culinary**

You are the manager of an upscale restaurant and it is the Saturday of Homecoming for one of the district schools in the area. A group of 20 high school students comes in 15 minutes before closing to celebrate after their homecoming. How do you handle the situation?

**Lodging**

You are the Reservation Assistant at a large city hotel. You are hosting a convention for high school students, and one of the conference attendees arrives to check in. Since making their reservation, this attendee had an accident and sustained an injury which requires him to use a walker and scooter alternately. The party has not arranged for a handicapped room. How do you accommodate?

**Recreation**

You are the activities director for a large cruise ship. The ship is scheduled to dock at a small island in the Caribbean. However, a tropical storm prohibits the island visit. How would you entertain 1000 ship guests?

**Tourism**

You are the travel coordinator of a trip for students performing at the Rose Bowl. The airline company has misplaced some of the students’ baggage, which included their uniforms for the performance. How do you handle this, knowing that their performance is in two days?

**Event Coordination**

You are hosting a banquet for your local FCCLA chapter for 50 people. Your kitchen manager informed you that they don’t have enough food to serve all the guests. How will you handle this situation?

**2016 National STAR Events**

**Hospitality, Tourism, and Recreation**

**Occupational Category**

**Culinary**

You are the manager of a hotel restaurant and arrive on site to find that your freezers stopped working during the night. It is a holiday and food distributors are closed. There is a luncheon scheduled in a few hours and most of the prepared food was being stored in the freezer. How do you handle this situation?

**Lodging**

You are the manager of a five-star hotel. On the day a large youth convention arrives, many members of your reservation staff call in sick. There are not enough employees available to check guests into their hotel rooms. What back-up plan do you have available to accommodate a situation of this nature?

**Recreation**

You are a trained leader of a ski club for amateur adults that has a weekend retreat scheduled in Aspen, Colorado. One member of the group is particularly fearful of heights and refuses to participate. How do you facilitate activities to accommodate all members of the group?

**Tourism**

You are the travel coordinator for a bus tour at the FCCLA National Leadership Conference. Three state delegations have not shown up. You tried to contact the corresponding state advisers, but were unsuccessful. The tour is an hour behind due to this delay. If you wait any longer, participants will be unable to attend an event they have already paid for. How do would you proceed?

**Event Coordination**

A large conference is will be taking place in the hotel next week and the sewer line needs to be replaced under the half of the meeting space. Your conference contact doesn’t want to reschedule as many are coming from out of town. How will you handle this situation?

Copy the “Case Study Form” from the Competitive Events Guide as page 2 of the participant materials for the event.