



# State Only STAR Event Guidelines

The following state only events will be offered to students at the State Leadership Conference and do **NOT** advance to the National Leadership Conference.

| EVENT                              | JUNIOR   |         | SENIOR/OCCUPATIONAL |         |
|------------------------------------|--|---------|---------------------|---------|
|                                    | Individual   | Team    | Individual          | Team    |
| Community Service Challenge        |  | ✓ (2-4) |                     | ✓ (2-4) |
| Creative Teaching                  |  |         | ✓                   | ✓ (1-2) |
| FCCLA Scrapbook                    | <i>One team entry (of 1-4 students) per school</i> |         |                     |         |
| Healthy Lifestyle Challenge        |  | ✓ (2-4) |                     | ✓ (2-4) |
| Project Exhibit                    | ✓  | ✓ (1-4) |                     | ✓ (1-4) |
| Serving Up Success                 | ✓  |         | ✓                   |         |
| Toys That Teach (Storybook or Toy) | ✓  |         | ✓                   |         |

  

| EVENT          | JUNIOR/SENIOR |         | OCCUPATIONAL |         |
|----------------|---------------|---------|--------------|---------|
|                | Individual    | Team    | Individual   | Team    |
| Cupcake Battle |               | ✓ (1-2) |              | ✓ (1-2) |

The following are general guidelines for State Only STAR Events:

- Students may enter only one STAR Event (State or National). In addition, they may enter the FCCLA Scrapbook Competition, Door Sign Competition and participate in the Power of One program.
- There are no minimum or maximum numbers of students who can be involved from a chapter in any event. Chapters can have one or more entries in any of these events.
- All students will be required to pre-register for a specific event. This includes the FCCLA Scrapbook Competition.
- All students that participate will be given a Gold (100-85), Silver (84-70) or Bronze (69-0) rating.
- Each student that receives a Gold, Silver or Bronze rating will receive a medal and a certificate.
- An overall state winner will not be identified in the State STAR Events. **There is no national competition for these events.**
- **All competition participants must attend a mandatory registration meeting on site prior to competition, as listed in the State Leadership Conference Program.**



# Serving Up Success

*Michigan FCCLA State STAR Event*

***This is a Michigan-Only STAR Event.  
No competition will be available at the National Leadership Meeting.***

**S**erving Up Success is an individual event that introduces students to the food and beverage industry. It has three parts: a pre-event interview, a restaurant serving simulation, and a situation question.

## **EVENT CATEGORY**

- Junior – grades 6-9
- Senior/Occupational – grades 10-12

## **ELIGIBILITY**

1. Chapters may submit any number of participants in this event.
2. This event is for individuals only.
3. Participation is open to any national affiliated FCCLA chapter.

## **GENERAL INFORMATION**

1. Participant will wear proper attire consisting of a white collared shirt, black pants or skirt, appropriate shoes, appropriate hair restraint. (no denim or tennis shoes) Participant should be neat and professional.
2. The following items will be provided:
  - Cloth table coverings and cloth napkins
  - Flatware, glassware
  - Menu
  - Food and beverages from menu (as models)
  - Condiments
  - Pads to take order
  - Participants are not allowed to bring additional items

## **PROCEDURES & TIME REQUIREMENTS**

1. Participants must provide documentation of at least one work-based learning experience from the following options:
  - Job Shadowing (5 hours or more)
  - Internships (minimum of 10 hours)
  - Co-Op Work Based Learning or School-To-Work Experience (minimum of 40 hours)

2. Prior to the State Leadership Conference, Serving Up Success participants must conduct a field observation/interview with the manager on duty at a local restaurant or food establishment. The purpose of this interview is for students to understand the scope of the food and beverage industry as it relates to food service and appreciate the training and skills necessary to become successful in this field.
3. At the State Leadership Conference event check-in, the participant will be handed a food and beverage situation. The participants will have five (5) minutes to complete their response to the situation. The response will be completed on the back of the situation, and will be reviewed by the evaluators prior to their event time. The participant will have time to justify their response to the situation after they have completed their serving simulation.
4. Students will simulate a restaurant's food service operation. The serving demonstration is not to exceed 20 minutes. See demonstration on the next page for procedures demonstrated during event.
5. Evaluators will have up to five (5) minutes to question the participants regarding their situation card and the participant response. Participants must be able to answer questions that may include but are not limited to health and safety.

# Serving Up Success

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## FILE FOLDER

Participants will submit one letter-size file folder containing two (2) identical sets, with each set stapled separately, of the items listed below to the Event Coordinator at competitive event check-in. The file folder must be labeled in the top left corner with name of event, event category, participant's name, and school/ chapter name.

|   |  |
|---|--|
| <b>Documentation of Work-Based Learning</b>             | Participants must provide documentation of at least one work-based learning experience from the following options: <ul style="list-style-type: none"><li>• Job Shadowing (<i>5 hours or more</i>)</li><li>• Internships (<i>minimum of 10 hours</i>)</li><li>• Co-Op Work Based Learning or School-To-Work Experience (<i>minimum of 40 hours</i>)</li></ul> The documentation can be a copy of hours completed, a contract, confirmation letter or similar document. Document must be signed by the manager/supervisor, AND your teacher or guidance counselor.   |
| <b>Field Observation and Interview Form</b>             | Visit a reputable restaurant for the purpose of observing skilled servers on the job. It is recommended that you call ahead to schedule a time and day for this observation and interview. Avoid peak business hours, and upon arrival explain your objectives to the manager on duty. When appropriate, interview the manager on duty or a server. Complete the Observation Interview Form, including the manager's signature.  |
| <b>Restaurant Interview and Comprehensive Responses</b> | On one 8 ½" x 11" plain paper, document your interview with a minimum of five (5) questions; three (3) required questions are provided below to launch the interview process, and come up two (2) questions on your own. Use correct spelling, grammar and punctuation. Paperwork should be neat and legible, typed if possible.<br><b>Required Questions:</b> <ol style="list-style-type: none"><li>1. What are three advantages of being a server?</li><li>2. What type of training is needed in order to become an excellent server?</li><li>3. How do personality, attitude, and communication skills help you interact with difficult situations that arise with customers and coworkers?</li></ol> |

## SITUATION RESPONSE

After event check-in, the participant will be handed a food and beverage situation. Participant will have five (5) minutes to complete their response to the situation. The response will be completed on the back of the situation, and will be reviewed by the evaluators prior to their event time.

# Serving Up Success

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## SERVING DEMONSTRATION

The demonstration is not to exceed 20 minutes, which includes table set-up time. Students will simulate a restaurant's food service operation. The menu items will be food models.

|  |  |
|--|--|
| <b>Organization</b>                            | Keep a clean and organized work area. Participant is required to clean the work area in preparation for the next participant.  |
| <b>Appropriate Attire</b>                      | Participant will wear proper attire consisting of a white collared shirt, black pants or skirt, appropriate shoes, appropriate hair restraint. (no denim or tennis shoes) Participant should be neat and professional. |
| <b>Set Table</b>                               | Participant will be responsible for insuring the table is set correctly and serving the items ordered by the Evaluator(s).   |
| <b>Seating</b>                                 | Politely greet and seat guests (Evaluators). Participant will begin the serving process by offering a menu, taking beverage orders, etc. Participant should consider the appropriate sequence of courses.              |
| <b>Table Order</b>                             | Record food and beverage order correctly.  |
| <b>Serving</b>                                 | Serve food correctly and elegantly.  |
| <b>Safety and Sanitation</b>                   | Use proper precautions for health, safety, and sanitation.   |
| <b>Check Preparation and Delivery</b>          | Use of time allotted wisely. Tax will be added to the check at the rate of 6% and gratuity at the rate of 18%. Calculators and cell phones are allowed.  |
| <b>Communication Skills</b>                    | Speak clearly with appropriate pitch, tempo, and volume. Use proper grammar and pronunciation.   |
| <b>Knowledge of Food and Beverage Industry</b> | Provide clear and concise answers to Evaluator's questions regarding subject matter.   |

Restaurant guests (Evaluators) will be ordering from this menu during the Serving Demonstration. You are to set the table and serve items ordered with the correct silverware, place setting, and accompaniments.

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## Serving Up Success Menu

*Serving Up Success prides itself on serving meals that are delicious and satisfying.  
Specials are prepared daily ensuring quality and freshness.*

### **ENTREES**

*All entrees are served with a green salad and fresh baked bread*

**Surf and Turf** **\$18.95**

Top Sirloin grilled to perfection with a lobster tail with drawn butter. Served with a stuffed baked potato.

**Chicken Marsala** **\$16.95**

Chicken breast, topped with sauce and mushrooms; accompanied with garlic mashed potatoes and snap peas and carrot medley.

### **DESSERTS**

**Brownie a la Mode** **\$6.00**

Rich pecan fudge brownie topped with vanilla ice cream and hot fudge.

**Strawberries and Cream** **\$5.00**

Fresh, healthy strawberries served with whipped cream.

### **BEVERAGES**

**Coffee** **\$1.95**

**Iced Tea** **\$1.95**

**Soft Drinks** **\$1.95**

# Serving Up Success Field Observation and Interview Form

Name of Participant: \_\_\_\_\_ Chapter: \_\_\_\_\_

Name of Restaurant/Establishment: \_\_\_\_\_

Address of Restaurant/Establishment: \_\_\_\_\_ Date of Visit: \_\_\_\_\_

Manager Interviewed: \_\_\_\_\_

*Printed Name*

*Signature*

## NOTES:

# Serving Up Success

## Point Summary Form

Name of Participant: \_\_\_\_\_ Category: \_\_\_Junior \_\_\_Senior/Occupational

### EVENT COORDINATOR DIRECTIONS:

1. Please make sure all information on the label is correct. If a participant does not show, please write "No Show" across the top and return it with the other forms to the Ensign Room.
2. At the end of the students' presentation, verify evaluator scores and fill in information below. Calculate the final score and ask for evaluators' verification. Place this form in front of the completed score sheets and paper clip all items related to the presentation together.
3. At the end of competition in the room, double check all scores, names and team numbers to ensure accuracy. Turn in to the Ensign Room before going to lunch.
4. Please check with the Ensign Room if there are any questions regarding the evaluation process.

| <b>EVENT COORDINATOR (0 to 21 possible points)</b>                           |   |  | <b>POINTS</b>  |
|--|---|--|--|
| <b>Dress Guidelines Followed</b><br>0-5 points                               | <b>0-1</b><br>Inappropriate dress; did not adhere to dress code for this event  | <b>2-3-4</b><br>Participant partially followed dress code for this event   | <b>5</b><br>Participant wore professional and appropriate apparel in accordance with the dress code for this event   |
| <b>File Folder</b><br>0-1 point  | <b>0</b><br>No file folder presented, or presented with incorrect labeling/insufficient materials for evaluators, or less than two copies of contents | <b>1</b><br>File folder is presented with correct labeling, and sufficient evaluator materials, including Documentation of Work-Based Learning, Field Observation and Interview Form, and Restaurant Interview and Comprehensive Responses |  |
| <b>Documentation of Work-Based Learning</b><br>0-5 points                    | <b>0-1</b><br>No evidence of work-based learning, with no documentation   | <b>2-3</b><br>Completed a portion of work-based learning; signatures are included; some grammatical/spelling errors  | <b>4-5</b><br>Successful completion of work-based learning, and have documentation from manager/supervisor and teacher/guidance counselor; correct spelling, grammar and punctuation; all questions answered |
| <b>Response to Situation</b><br>0-5 points                                   | <b>0-1</b><br>Answer to the situation not appropriate   | <b>2-3</b><br>Answered situation; not enough depth given   | <b>4-5</b><br>Answered situation in an effective way and in-depth to positively respond to the provided situation  |
| <b>Conducted Field Interview &amp; Comprehensive Responses</b><br>0-5 points | <b>0</b><br>No evidence of Field Interview or Comprehensive Responses   | <b>1-2-3</b><br>Partially completed the Field Interview and/or Comprehensive Responses   | <b>4-5</b><br>Field Interview Conducted with signatures included, has included Comprehensive Responses   |
| <b>EVALUATOR'S SCORES</b>  |   |  | <b>EVENT COORDINATOR'S SCORE</b><br>(21 points possible)   |
| Evaluator 1 _____  | Initials _____  | <b>AVERAGE EVALUATOR SCORE</b><br>(79 points possible)   |  |
| Evaluator 2 _____  | Initials _____  |  |  |
| Evaluator 3 _____  | Initials _____  |  |  |
| Total Score _____ divided by number of Evaluators                            |   | <b>FINAL SCORE</b><br>(Average Evaluator Score + Event Coordinator's Total)  |  |
| _____ = <b>AVERAGE EVALUATOR SCORE</b>                                       |   |  |  |

### RATING ACHIEVED:

Circle One:                      **Gold (100-85)**                      **Silver (84-70)**                      **Bronze (69 and lower)**

\_\_\_\_\_  
Event Coordinator

# Serving Up Success Rubric

Name of Participant: \_\_\_\_\_ Category: \_\_\_Junior \_\_\_Senior/Occupational

| SERVING DEMONSTRATION (0 to 79 possible points)              |  |   |  |   |   |   | POINTS |
|--|--|---|--|---|---|---|--------|
| <b>Organization</b><br>0-10 points                           | <b>0-1</b><br>Work station not clean or organized  | <b>2-3</b><br>Few signs of work station cleanliness or organization                           | <b>4-5</b><br>Some signs of work station cleanliness or organization                 | <b>6-7</b><br>Work station organized with moderate cleanliness                | <b>8-9</b><br>Work station well organized and clean   | <b>10</b><br>Work station extremely well organized and clean  |        |
| <b>Table Setting</b><br>0-10 points                          | <b>0-1</b><br>Table is not set correctly   | <b>2-3</b><br>Attempts seen to set table, although some errors occur                          | <b>4-5</b><br>Table set with some small errors                                       | <b>6-7</b><br>Table setting meets standards                                   | <b>8-9</b><br>Table setting appropriate and correct for the meal                                      | <b>10</b><br>Table setting above expectations   |        |
| <b>Seating</b><br>0-5 points                                 | <b>0</b><br>Guests not properly seated   | <b>1-2</b><br>Guests were seated in an acceptable manner                                      |  | <b>3-4</b><br>Guests were properly seated                                     |   | <b>5</b><br>Guests were seated in an excellent manner   |        |
| <b>Communication Skills</b><br>0-5 points                    | <b>0</b><br>Guest not greeted properly; proper grammar and pronunciation not used                  | <b>1</b><br>Communication skills and language needs improving                                 | <b>2</b><br>Moderate communication skills used                                       | <b>3</b><br>Adequate communication skills                                     | <b>4</b><br>Good communication skills   | <b>5</b><br>Excellent communication skills  |        |
| <b>Table/ Order/ Serving</b><br>0-10 points                  | <b>0-1</b><br>Food and beverage orders not taken correctly; food not served correctly or elegantly | <b>2-3</b><br>Food and beverage orders not accurate; some effort made to serve food correctly | <b>4-5</b><br>Food and beverage orders taken with order; served correctly            | <b>6-7</b><br>Food and beverage orders accurate; food served correctly        | <b>8-9</b><br>Food and beverage orders taken correctly; food served correctly                         | <b>10</b><br>Food and beverage orders taken in professional manner; food served correctly and elegantly |        |
| <b>Time Management</b><br>0-10 points                        | <b>0-1</b><br>Never showed any signs of time management skills                                     | <b>2-3</b><br>Some effort using time management skills  | <b>4-5</b><br>Signs of using time management skills                                  | <b>6-7</b><br>Effort shown is using time management skills effectively        | <b>8-9</b><br>Used time management to effectively complete task                                       | <b>10</b><br>Expertly followed time management plan   |        |
| <b>Safety and Sanitation</b><br>0-10 points                  | <b>0-1</b><br>No signs of proper health, safety and sanitation precautions used                    | <b>2-3</b><br>Some signs of proper health, safety and sanitation precautions used             | <b>4-5</b><br>Minimal use of proper health, safety and sanitation                    | <b>6-7</b><br>Some use of proper health, safety and sanitation                | <b>8-9</b><br>Proper health, safety and sanitation precautions used                                   | <b>10</b><br>Proper health, safety and sanitation precautions used beyond requirements                  |        |
| <b>Check Preparation and Delivery</b><br>0-10 points         | <b>0</b><br>Check not presented in timely fashion; gratuity and tax not prepared correctly         |   | <b>1-2-3</b><br>Check presented, although not without request, error in calculations | <b>4-5-6-7</b><br>Check presented in timely fashion with no major errors      | <b>8-9-10</b><br>Check presented in timely fashion with no errors; customer very pleased with service |   |        |
| <b>Knowledge of Food and Beverage Industry</b><br>0-9 points | <b>0</b><br>Demonstrated no knowledge of the food and beverage industry                            |   | <b>1-2-3</b><br>Demonstrated limited knowledge of the food and beverage industry     | <b>4-5-6</b><br>Demonstrated some knowledge of the food and beverage industry | <b>7-8-9</b><br>Demonstrated excellent knowledge of the food and beverage industry                    |   |        |

**VERIFICATION OF SCORE** (please initial):  
 Evaluator \_\_\_\_\_ Event Coordinator \_\_\_\_\_

**TOTAL**  
(79 points possible)

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Evaluators, please write comments on back