



CAREER CLUSTER
Marketing

CAREER PATHWAY
Marketing Management

INSTRUCTIONAL AREA
Market Planning

BUSINESS SERVICES MARKETING SERIES EVENT

PARTICIPANT INSTRUCTIONS

- The event will be presented to you through your reading of the 21st Century Skills, Performance Indicators and Event Situation. You will have up to 10 minutes to review this information and prepare your presentation. You may make notes to use during your presentation.
- You will have up to 10 minutes to make your presentation to the judge (you may have more than one judge).
- You will be evaluated on how well you demonstrate the 21st Century Skills and meet the performance indicators of this event.
- Turn in all of your notes and event materials when you have completed the event.

21st CENTURY SKILLS

- Critical Thinking – Reason effectively and use systems thinking.
- Problem Solving – Make judgments and decisions, and solve problems.
- Communication – Communicate clearly.
- Creativity and Innovation – Show evidence of creativity.

PERFORMANCE INDICATORS

- Explain the nature of marketing plans.
- Explain the concept of market and market identification.
- Explain the concept of marketing strategies.
- Communicate core values of product/service.
- Explain factors that influence customer/client/business buying behavior.

EVENT SITUATION

You are to assume the role of director of marketing for UPRIGHT BUSINESS SOLUTIONS, a company that manufactures and markets specialty desks and chairs for office space. The senior vice president (judge) wants you to create a marketing plan that will promote the company's flagship products to business travelers.

UPRIGHT BUSINESS SOLUTIONS has a variety of unique office desks and chairs for businesses. The desks are stand-up desks that allow employees to have a fully functioning adaptable workspace while standing up rather than sitting down. The office chairs marketed by UPRIGHT BUSINESS SOLUTIONS are all ergonomic, providing support to a variety of areas depending on personal choice. UPRIGHT BUSINESS SOLUTIONS is the first company to offer unique, personalized office space products.

The senior vice president (judge) feels that a great place to market the office products is at major airports. Major airports see a large number of business travelers, all that could be influenced to pass the UPRIGHT BUSINESS SOLUTIONS brand on to decision-makers.

The senior vice president (judge) wants you to create a marketing plan that will promote UPRIGHT BUSINESS SOLUTIONS' flagship stand-up desks and ergonomic chairs at the major airports. The senior vice president (judge) wants you to detail the business traveler market, provide specific marketing strategies, and explain how your proposed strategies will influence sales.

You will present your ideas to the senior vice president (judge) in a role-play to take place in the senior vice president's (judge's) office. The senior vice president (judge) will begin the role-play by greeting you and asking to hear your ideas. After you have presented ideas and have answered the senior vice president's (judge's) questions, the senior vice president (judge) will conclude the role-play by thanking you for your work.

JUDGE INSTRUCTIONS

DIRECTIONS, PROCEDURES AND JUDGE ROLE

In preparation for this event, you should review the following information with your event manager and other judges:

1. Procedures, 21st Century Skills and Performance Indicators
2. Event Situation
3. Judge Role-Play Characterization
Allow the participants to present their ideas without interruption, unless you are asked to respond. Participants may conduct a slightly different type of meeting and/or discussion with you each time; however, it is important that the information you provide and the questions you ask be uniform for every participant.
4. Judge Evaluation Instructions and Judge Evaluation Form
Please use a critical and consistent eye in rating each participant.

JUDGE ROLE-PLAY CHARACTERIZATION

You are to assume the role of senior vice president for UPRIGHT BUSINESS SOLUTIONS, a company that manufactures and markets specialty desks and chairs for office space. You want the director of marketing (participant) to create a marketing plan that will promote the company's flagship products to business travelers.

UPRIGHT BUSINESS SOLUTIONS has a variety of unique office desks and chairs for businesses. The desks are stand-up desks that allow employees to have a fully functioning adaptable workspace while standing up rather than sitting down. The office chairs marketed by UPRIGHT BUSINESS SOLUTIONS are all ergonomic, providing support to a variety of areas depending on personal choice. UPRIGHT BUSINESS SOLUTIONS is the first company to offer unique, personalized office space products.

You feel that a great place to market the office products is at major airports. Major airports see a large number of business travelers, all that could be influenced to pass the UPRIGHT BUSINESS SOLUTIONS brand on to decision-makers.

You want the director of marketing (participant) to create a marketing plan that will promote UPRIGHT BUSINESS SOLUTIONS' flagship stand-up desks and ergonomic chairs at the major airports. You want the director of marketing (participant) to detail the business traveler market, provide specific marketing strategies, and explain how your proposed strategies will influence sales.

The participant will present information to you in a role-play to take place in your office. You will begin the role-play by greeting the participant and asking to hear about his/her ideas.

During the course of the role-play, you are to ask the following questions of each participant:

1. What other locations, besides airports, will reach a large number of the target market?
2. Do you think stand up desks are a trend or a fad? Explain.

Once the director of marketing (participant) has presented information and has answered your questions, you will conclude the role-play by thanking the director of marketing (participant) for the work.

You are not to make any comments after the event is over except to thank the participant.

EVALUATION INSTRUCTIONS

The participants are to be evaluated on their ability to perform the specific performance indicators stated on the cover sheet of this event and restated on the Judge's Evaluation Form. Although you may see other performance indicators demonstrated by the participants, those listed in the Performance Indicators section are the critical ones you are measuring for this particular event.

Evaluation Form Interpretation

The evaluation levels listed below and the evaluation rating procedures should be discussed thoroughly with your event director and the other judges to ensure complete and common understanding for judging consistency.

Level of Evaluation	Interpretation Level
Exceeds Expectations	Participant demonstrated the performance indicator in an extremely professional manner; greatly exceeds business standards; would rank in the top 10% of business personnel performing this performance indicator.
Meets Expectations	Participant demonstrated the performance indicator in an acceptable and effective manner; meets at least minimal business standards; there would be no need for additional formalized training at this time; would rank in the 70-89 th percentile of business personnel performing this performance indicator.
Below Expectations	Participant demonstrated the performance indicator with limited effectiveness; performance generally fell below minimal business standards; additional training would be required to improve knowledge, attitude and/or skills; would rank in the 50-69 th percentile of business personnel performing this performance indicator.
Little/No Value	Participant demonstrated the performance indicator with little or no effectiveness; a great deal of formal training would be needed immediately; perhaps this person should seek other employment; would rank in the 0-49 th percentile of business personnel performing this performance indicator.



BUSINESS SERVICES MARKETING SERIES 2020

JUDGE'S EVALUATION FORM DISTRICT EVENT #1

Participant: _____

ID Number: _____

INSTRUCTIONAL AREA: Market Planning

Did the participant:		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
PERFORMANCE INDICATORS						
1.	Explain the nature of marketing plans?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
2.	Explain the concept of market and market identification?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
3.	Explain the concept of marketing strategies?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
4.	Communicate core values of product/service?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
5.	Explain factors that influence customer/client/business buying behavior?	0-1-2-3-4	5-6-7-8	9-10-11	12-13-14	
21st CENTURY SKILLS						
6.	Reason effectively and use systems thinking?	0-1	2-3	4	5-6	
7.	Make judgments and decisions, and solve problems?	0-1	2-3	4	5-6	
8.	Communicate clearly?	0-1	2-3	4	5-6	
9.	Show evidence of creativity?	0-1	2-3	4	5-6	
10.	Overall impression and responses to the judge's questions	0-1	2-3	4	5-6	
TOTAL SCORE						