

# Evaluation Tools

## Hospitality Management

### Sample Performance Assessment Rubric

“A rubric is a printed set of guidelines that distinguishes performances or products of different quality. A rubric has descriptors that define what to look for at each level of performance. Rubrics also often have indicators providing specific examples or tell-tale signs of things to look for in work.”

The word rubric derives from the Latin word for red. Long ago, a rubric was a set of instructions for a law or liturgical services, typically written in red. Thus, a rubric instructs people on how to “lawfully” judge a performance.

Not only does a good rubric provide a consistent and reliable means for assessing performance, it also provides the student with a clear and written explanation of the instructor’s expectations of a performance.

# Evaluation Tools

## Hospitality Management

### The Five Learning & Employability Profile Traits

1. Commitment to Quality - *Gives best effort, evaluates work, and completes work to quality standards.*

Minimal/0-11	Initial/12-13	Progress/14-15	Proficient/16-17	Exemplary/18-20
Minimal effort. Attempt to evaluate work and utilize feedback is not evident. Does not regularly complete work.	Rarely gives best effort. Rarely evaluates work and utilizes feedback. Completes work inconsistently.	Inconsistently gives best effort. Sometimes evaluates work and utilizes feedback. Completes work; does not consistently meet quality standards.	Usually gives best effort. Usually evaluates work and utilizes feedback. Completes work; usually meets quality standards.	Consistently gives best effort. Constantly evaluates work and fully utilizes feedback to improve product quality. Consistently completes work according to the highest quality standards.

2. Work Habits - *Displays initiative, flexibility, and time management.*

Minimal/0-11	Initial/12-13	Progress/14-15	Proficient/16-17	Exemplary/18-20
Reluctant to begin tasks. Poor use of time. Rarely adjusts well to new situations.	Reluctant to begin tasks without significant teacher intervention. Needs frequent reminders to use available time. Has difficulty adjusting to new situations.	Inconsistently begins and completes tasks. Needs occasional prompting. Sometimes uses time effectively. Adjusts to new situations in an inconsistent manner.	Usually begins and remains on task without prompting until the work is completed. Generally uses time effectively. Usually adjusts well to new situations.	Consistently begins and remains on task until the work is completed. Maximizes time available. Consistently responds to changing situations in a successful manner.

3. Communication - *Reads with comprehension, writes with skill, and communicates effectively and responsibly in a variety of ways and settings.*

Minimal/0-11	Initial/12-13	Progress/14-15	Proficient/16-17	Exemplary/18-20
Understands and interprets information incorrectly. Presents information in a vague and unorganized manner. Refuses to access or use appropriate resources.	Seldom understands and interprets information accurately. Presents information in an unorganized manner. Accesses minimal resources.	Inconsistently receives, understands and interprets information accurately. Demonstrates a limited ability to present information in an organized manner. Inconsistently accesses appropriate resources.	Usually, receives, understands, and interprets information accurately. Presents information in a clear and organized manner using appropriate methods and resources.	Consistently receives, understands, and interprets information accurately. Consistently presents information in a clear, organized and engaging manner using a variety of methods and resources.

4. Interpersonal Effectiveness - *Works effectively with others and contributes productively as a member of a work team.*

Minimal/0-11	Initial/12-13	Progress/14-15	Proficient/16-17	Exemplary/18-20
Uncooperative and disrespectful in working with others. Disruptive to group efforts.	Demonstrates inappropriate group behaviors. Improvement needed in treating others with respect. Rarely contributes to group efforts.	Utilizes a limited number of positive group behaviors. Generally respectful of others. Contributes to group efforts in an inconsistent manner.	Consistently works well with others and is respectful. Contributes significantly to group efforts.	Consistently works well with others and is respectful. Contributes significantly to group efforts. Facilitates positive groups dynamics and respectful environment. Demonstrates leadership that plays a significant role in the success of group efforts.

5. Attendance and Punctuality - *Contributes to the learning environment in a consistent and responsible manner.*

Minimal/0-11	Initial/12-13	Progress/14-15	Proficient/16-17	Exemplary/18-20
Uncooperative and disrespectful in working with others. Disruptive to group efforts.	Demonstrates inappropriate group behaviors. Improvement needed in treating others with respect. Rarely contributes to group efforts.	Utilizes a limited number of positive group behaviors. Generally respectful of others. Contributes to group efforts in an inconsistent manner.	Consistently works well with others and is respectful. Contributes significantly to group efforts.	Consistently works well with others and is respectful. Contributes significantly to group efforts. Facilitates positive groups dynamics and respectful environment. Demonstrates leadership that plays a significant role in the success of group efforts.
Excessive absences make it difficult to contribute in class and are a serious obstacle to successful classroom performance. Student refuses to accept responsibility of making-up missed work.	Absences limit opportunities to contribute in class and consistently impact classroom performance. Student makes-up missed work only after frequent reminders.	Absences impact opportunity to contribute in class and noticeably impact classroom performance. Student needs occasional reminders before missed work is made up.	Absences rarely impact opportunity to contribute in class and rarely affect overall classroom performance. Student is usually responsible in seeking out and making-up missed work.	Absences do not limit opportunity to contribute in class and do not affect classroom performance. Student is consistently responsible in seeking out and making-up missed work.
PUNCTUALITY - (3+ Tardies per Quarter) Pattern of tardiness indicates lack of self-discipline related to punctuality.		PUNCTUALITY - (2 Tardies per Quarter) Instances of tardiness indicate punctuality may become a concern.		PUNCTUALITY - (0-1 Tardies per Quarter) Exemplary self-discipline related to punctuality.

# Evaluation Tools

## Hospitality Management

### Technology Education: Career Report Rubric

Student Name \_\_\_\_\_

CATEGORY	4	3	2	1
<b>Quality of Information</b>	Information gathered provides answers to the main questions along with several supporting details and/or examples for each.	Information gathered provides answers to main questions along with 1-2 supporting details and/or examples.	Information gathered provides answers to main questions, but no details and/or examples are given.	Information gathered has little or nothing to do with the questions posed.
<b>Amount of Information</b>	All topics are addressed, and all questions answered, with at least 3 sentences about each.	All topics are addressed and most questions answered, with at least 3 sentences about each.	All topics are addressed, and most questions answered with 1-2 sentences about each.	All topics not addressed OR most questions answered with words or phrases instead of sentences.
<b>Organization</b>	Information is very well organized with headings that relate clearly to the material.	Information is organized with headings, but some material under the headings may be out of place.	Information is generally organized, but no headings are used.	There appears to be little organization of the material.
<b>Mechanics</b>	No grammatical, spelling or punctuation errors.	Almost no grammatical, spelling or punctuation errors.	A few grammatical spelling, or punctuation errors.	Many grammatical, spelling, or punctuation errors.
<b>Sources</b>	Sources for information and graphics are documented in the designated format.	Most sources for information and graphics are documented in the designated format.	Sources for information and graphics are documented, but most are not in the correct format.	Some sources for information and graphics are not documented.

Source for lesson and rubric: [http://www.geocities.com/tech\\_ed\\_2000/units/wadd/career.htm](http://www.geocities.com/tech_ed_2000/units/wadd/career.htm)

---

#### Career Preparation

Evaluation Tools

Hospitality Management 2006

# Evaluation Tools

## Hospitality Management

### PROBLEM-SOLVING TASK

### HOLISTIC 5-POINT SCORING SCALE

This scale evaluates the process employed in response to a problem solving task. It takes into consideration the level of student knowledge and understanding with respect to the given problem solving task; the selection and implementation of appropriate procedures and/or strategies; and the accuracy of the solution obtained.

#### 4 - Response is characterized by all of the following:

- The student selects and implements relevant concepts and procedures/strategies needed to solve this problem.
- The student considers all constraints of the problem situation.
- The solution and all relevant work is correct; or, there is a mistake due to some minor computational or copying error.

#### 3 - Response is characterized by one of the following:

The student selects appropriate procedures/strategies to solve this problem; however, the response/solution is not entirely correct because **one** of the following is apparent:

- There is evidence the student has **a** misconception or has failed to consider **a** relevant concept needed to solve the problem correctly
- The student fails to consider **a** constraint of the problem situation.
- The student has considered **an** irrelevant variable or failed to consider a relevant variable.

The response/solution is generally correct; however, from the information provided it is not completely clear how the student arrived at this solution.

#### 2 - Response is characterized by one of the following:

The student selects appropriate procedures/strategies to solve this problem; however, the response/solution is not correct because **one or more** of the following are:

- There is evidence that the student has **several** misconceptions or has failed to consider **several** relevant concepts needed to solve the problem correctly.
- The student fails to consider **several** constraints of the problem situation.
- The student has also considered **several** irrelevant variables or failed to consider **several** relevant variables.
- The student did not carry the procedures/strategies far enough to reach a solution. The response/solution is generally correct; however, there is no information showing how the student arrived at this response/solution.

#### 1 - Response is characterized by the following:

An incomplete and/or incorrect response/solution is provided **evidencing an attempt** to solve the problem. In addition, one or more of the following are apparent:

- The student did consider a constraint or variable of the problem situation.
- The student understands some concepts relevant to the problem task.
- The student selected a totally inappropriate procedure/strategy.

#### 0 - Response is characterized by the following:

- It is blank.
- The student response only repeats information in the problem task.
- An incorrect solution/response is given and no other information is shown.
- The solution/response and supportive information is totally irrelevant to the problem task.

<http://www.cse.ucla.edu/CRESST/pages/Rubrics.htm>

# Evaluation Tools

## Hospitality Management

### Problem-Solving Task

This scale evaluates the process employed in response to a problem-solving task. It takes into consideration the level of student knowledge and understanding with respect to the given problem solving task; the selection and implementation of appropriate procedures and/or strategies; and the accuracy of the solution obtained.

**4 Response is characterized by all of the following:**

- The student selects and implements relevant concepts and procedures/strategies needed to solve this problem.
- The student considers all constraints of the problem situation.
- The solution and all relevant work is correct; or, there is a mistake due to some minor computational or copying error.

**3 Response is characterized by one of the following:**

The student selects appropriate procedures/strategies to solve this problem; however, the response/solution is not entirely correct because one of the following is apparent:

- There is evidence the student has a misconception or has failed to consider a relevant concept needed to solve the problem correctly.
- The student fails to consider a constraint of the problem situation.
- The student has considered an irrelevant variable or failed to consider a relevant variable.

The response/solution is generally correct; however, from the information provided it is not completely clear how the student arrived at this solution.

**2 Response is characterized by one of the following:**

The student selects appropriate procedures/strategies to solve this problem; however, the response/solution is not correct because one or more of the following are:

- There is evidence that the student has several misconceptions or has failed to consider several relevant concepts needed to solve the problem correctly.
- The student fails to consider several constraints of the problem situation.
- The student has also considered several irrelevant variables or failed to consider several relevant variables.
- The student did not carry the procedures/strategies far enough to reach a solution.

The response/solution is generally correct; however, there is no information showing how the student arrived at this response/solution.

**1 Response is characterized by the following:**

An incomplete and/or incorrect response/solution is provided evidencing an attempt to solve the problem. In addition, one or more of the following are apparent:

- The student did consider a constraint or variable of the problem situation.
- The student understands some concepts relevant to the problem task.
- The student selected a totally inappropriate procedure/strategy.

**0 Response is characterized by the following:**

- It is blank.
- The student response only repeats information in the problem task.

# Evaluation Tools

## Hospitality Management

### Social Science Rubric: The Impact of Current Events on Consumer Prices

NAME \_\_\_\_\_ DATE \_\_\_\_\_

Exceeds standard (total points 11 - 12)

Meets standard (total points 8 - 10)

Approaches standard (total points 5 - 7)

Begins standard or absent (total points 1 - 4)

Score	Knowledge of evidence from the social sciences: facts/ supporting details; themes/ issues; and concepts/ideas	Reasoning: Analysis, evaluation and synthesis of evidence	Communication: Demonstrates knowledge and reasoning through oral, written, visual, dramatic or mixed media presentation
4	Key concepts/themes/ issues/ ideas are thoroughly identified, defined and described. Significant facts/ supporting details are included and accurately described. Has little or no factual inaccuracies.	Identifies and logically organizes almost all relevant evidence. Uses appropriate and comprehensive critical thinking skills and habits of mind to analyze, evaluate and synthesize evidence. Reaches informed conclusions based on the evidence.	Almost all ideas in the presentation are expressed in a way that provides evidence of the student's knowledge and reasoning processes. The presentation is well focused with a well-defined thesis. Presentation shows substantial evidence of organization. Presentation shows attention to the details of specific performance conventions.
3	Key concepts/themes/ issues/ ideas are identified, defined and described. Facts/ supporting details are included. May have a major factual inaccuracy, but most information is correct.	Identifies and organizes most of the relevant evidence. Uses partial critical thinking skills and habits of mind to analyze, evaluate and synthesize evidence. Reaches informed conclusions based on the evidence.	Most ideas in the presentation are expressed in a way that provides evidence of the student's knowledge and reasoning processes. The presentation demonstrates a focus and thesis with several narrative gaps. Presentation demonstrates adequate evidence of organization. Presentation has mistakes in attention to the details of specific performance conventions.
2	Some key concepts/ themes/ issues/ideas are identified, defined and described. Some facts/supporting details are included. Has some correct and some incorrect information.	Identifies some relevant evidence and omits most of the other evidence. Uses unclear, inappropriate or incomplete critical thinking skills and habits of mind to analyze, evaluate and synthesize evidence. Reaches incomplete or inaccurate conclusions based on the evidence.	Some ideas in the presentation are expressed in a way that provides evidence of the student's knowledge and reasoning processes. The presentation demonstrates an inadequate focus and thesis. Presentation demonstrates inadequate evidence of organization. Presentation has insufficient attention to the details of specific performance conventions.
1	Few or no key concepts/ themes/issues/ideas are identified, defined and described. Few or no facts/ supporting details are included. Information is largely inaccurate, absent or irrelevant.	Important evidence relevant to the problem is not identified. Critical thinking skills and habits of mind are absent. Conclusions are lacking, absent or unclear.	Expression of almost all ideas in the presentation is unclear. The presentation demonstrates little focus and lacks a thesis. Presentation demonstrates little or no evidence of organization. Presentation has multiple mistakes in attention to the details of specific performance conventions.

# Evaluation Tools

## Hospitality Management

### STUDENT RESEARCH MODULE

#### QUESTIONING

- 4 The question is clear, well-focused and requires high level thinking skills in order to research.
- 3 The question is clear and well focused. The question requires moderately high level thinking skills.
- 2 The question is incomplete and unclear. The teacher needed to help form a question.
- 1 Was unable to come up with a research question.

#### PLANNING

- 4 Made really good use of time. Was able to remain focused on the tasks and make changes when needed. Was able to develop a clear method to organize the information. Was able to make revisions in the plan when needed.
- 3 Was able to work within the time frame the teacher gave . Was able to develop a system to organize information. Was able to make revisions with help from the teacher.
- 2 Needed teacher help to list and organize what was needed to do. There are some steps missing in the planning. Made revisions with teacher help.
- 1 Was unable to come up with an organized plan and work within the time limits.

#### GATHERING

- 4 Used a variety of resources and carefully selected only the information that answered the question. Was able to continually revise the search based on information found.
- 3 Used many resources to find information that answered the question. Tried revising the search, but had some problems doing so.
- 2 Used 1 or more sources. Original question or focus guided the search, although should have made revisions. Made errors in selection of references
- 1 Lost focus during the gathering process and therefore the information was not accurate and complete.

#### SORTING

- 4 Thoroughly selected and organized information that answered the question in a organized way. Selected information that was appropriate.
- 3 Sorted information and organized information that answered the question without too many errors.
- 2 Tried to organize the information found, but made some mistakes. Wasn't able to completely stay focused on information that would answer the question.
- 1 Was unable to sort and organize the information found to answer the question.

#### SYNTHESIZING

- 4 Used the information found in a meaningful way to create an original product that clearly answers the question with accuracy, detail and understanding.
- 3 The product answers the question in a way that reflects learning using some detail and accuracy.
- 2 The product is not complete and only answers part of the question.
- 1 The product is incomplete and contains missing details and it isn't completely accurate.

#### TOTAL POINTS:

Student's Name:

Teacher:

[http://www.bcps.org/offices/lis/models/tips/rubrics\\_sec/teach\\_rubric.html](http://www.bcps.org/offices/lis/models/tips/rubrics_sec/teach_rubric.html)

#### Career Preparation

Evaluation Tools

Hospitality Management 2006