

Students should be evaluated based on the performance indicators noted in the role play.

Assessment: Assume each performance indicator is worth 20 points ($20 \times 5 = 100$ points). Use the evaluation levels listed below for judging consistency.

- Excellent (16–20) Participant demonstrated the performance indicator in a professional manner, exceeds business standards.
- Good (10–15) Participant demonstrated the performance indicator in an acceptable manner; meets minimal business standards; there would be no need for additional formalized training at this time.
- Fair (4–9) 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.
- Poor (0–3) Participant demonstrated the performance indicator with little effectiveness or not at all; a great deal of formal training would be needed.

Develop strategies to achieve company goals/objectives.

Score 10

Explain the concept of staff motivation.

Score 16

Explain the nature of staff communication.

Score 15

Demonstrate appropriate creativity.

Score 13

Persuade others.

Score 15

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