

Rubric for Skit or Role-Play

<p>Task Description: In teams, you will develop and perform a short two- to three-minute skit or role-play on providing quality customer service in the hospitality industry. The focus of the skit will be modelling qualities in employees to create a pleasant customer service experience for clients. Your skit/role-play must include a minimum of one prop and five content-related vocabulary terms.</p>					
Criteria	weight	Exceptional	Admirable	Acceptable	Attempted
Importance of Providing Quality Customer Service	40%	<input type="checkbox"/> Information is accurate <input type="checkbox"/> Indicates a clear understanding of topic	<input type="checkbox"/> Information is mostly accurate <input type="checkbox"/> Good understanding of topic	<input type="checkbox"/> Information is somewhat accurate <input type="checkbox"/> Fair understanding of topic	<input type="checkbox"/> Information is inaccurate <input type="checkbox"/> Presentation is off topic
Cooperation	30%	<input type="checkbox"/> Accepts ideas of others; able to compromise <input type="checkbox"/> All members contribute	<input type="checkbox"/> Accepts most ideas without negative comments; able to compromise <input type="checkbox"/> Some members contribute	<input type="checkbox"/> Unwilling to compromise <input type="checkbox"/> Few members contribute	<input type="checkbox"/> Group does not work together <input type="checkbox"/> One person does all the work
Presentation Includes Vocabulary Words/Prop	30%	<input type="checkbox"/> Informative – includes five vocabulary words/one or more props <input type="checkbox"/> Entertaining; engages audience	<input type="checkbox"/> Presents some information - includes four vocabulary words/one or more props <input type="checkbox"/> Engages audience <input type="checkbox"/> Can be heard	<input type="checkbox"/> Somewhat informative - includes two to three vocabulary words/one or more props <input type="checkbox"/> Engages audience intermittently <input type="checkbox"/> Hard to hear	<input type="checkbox"/> Lacks information - includes one vocabulary word/no props <input type="checkbox"/> Audience is bored <input type="checkbox"/> Mumbles

Assignment Score _____ + Beyonder/Bonus _____ = Final Score _____