



Test Module

Competition
HotelReception

INTRODUCTION TO RECEPTION SKILL

Globalization, social and demographic changes and the evolution in transport are decisive factors in driving a rapid growth in the tourism industry and travel for business. Travel and tourism therefore plays an important role in social and economic growth throughout the world.

Hotels of many types, sizes and ownership are an essential part in this industry, providing accommodation and associated services to guests from across the globe. They may be part of international hotel chains which market their services on consistency and familiarity for the frequent or regular guest. Alternatively, they may promote distinct characteristics based on their locality, history, architecture and targeted clientele. Quality and price generally go together; for reserving accommodation, an international rating system of stars can provide a reasonable indication of what might be expected within the range of prices associated with a locality.

The role of Hotel Receptionist is key to every hotel establishment. At the hotel's reception area guests receive their first impression of the hotel and therefore of their probable hotel experience. This is where the primary communication with the hotel staff is established. The quality, courtesy and promptness of service can make a great difference, positively or negatively, to the guest's relationship with the hotel and their satisfaction during their stay. This in turn affects the hotel's reputation and repeat business.

The Hotel Receptionist works mainly in the hotel's front office. Hotel receptionists need to use a wide range of skills continuously. These may include knowledge of local and general tourism information, good verbal and written English, computer literacy, good manners and conduct and grooming, excellent communication and social skills, problem solving, competence with figures and cash handling, and the application of procedures for reservations, reception, guest services and check out.

If the Hotel Receptionist possesses these skills and uses them well, the scope for promotion and mobility is great. This is a truly international and global occupation in an open and fluid part of the service sector.

GENERAL INSTRUCTIONS TO THE COMPETITOR

- This Test Project for Reception will be carried out in Modular format for 1 day - total project time 8 hours
- Competitors are not permitted to do any preparations in advance.
- THSC reserve all rights to any audio/visual/print recording and coverage of the event. Any publication, reproduction or copying of the same can only be made with written consent of the organisers.
- All participants must be in Uniforms. No company name/logo should be visible to the Judges during the competition. Violation of this guideline will lead to disqualification.
- Participants are not required to bring Tool kit

MODULE INSTRUCTIONS

- Competitors are required to present them self in professional manner
- Competitors are required to take reservation of guests
- Competitors are required to take check-in of guests
- Competitors are required handle during the stay activities, giving tourist information
- Competitors are required to take check-out of guests.
- Competitors are required to handle unexpected situations
- Competitor is required to do perform the situation handling of different types that may arise during the performance of receptionist of hotels

Duration of Test project: 8 hours

DAY 1- MODULE- ROOM RESERVATION & CHECK-IN - FRONT OFFICE/BACK OFFICE

10:00	Competitor & Module briefing
10:20	Performance of Check-In
11:00	Handling complaint at Front desk
	Evaluation by Judges
11:30	Handling reservation at front desk
	Back office – reservation confirmation
12:30	Lunch Break
14:00	Back office – answering a complaint
14:00	Providing Tourist Information
	Handling Unexpected Situations at Front Desk
	Performance of Guest Check-Out
	Evaluation by Judges and Feedback
19:00	Competitor Debrief

MARKING CRITERIA

CRITERIA	MARKS ALLOTTED
Performance of Check-In	15
Handling complaint at Front desk	10
Handling reservation at front desk	10
Back office – reservation confirmation	10
Back office – answering a complaint	10
Providing Tourist Information	20
Handling Unexpected Situations at Front Desk	10
Performance of Guest Check-Out	15
TOTAL	100