表件 05

第 53 屆全國技能競賽
競賽試題及說明

職類名稱：56　旅館接待 (Hotel Reception)

（註：本公開試題在競賽時得約有百分之三十之調整）

1. INTRODUCTION

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.

The Test Project of the Hotel Reception in the National Skill Competition is consistency of the Technical Description as the development of the WorldSkills Competition. The Test Project/modules are presented to Competitors at the beginning of each module. Consequently, this paper is adapted from https://worldskills2022.com/en/event/skills/.

2. DESCRIPTION OF PROJECT AND TASKS

Each set of tasks will have several situations. As an example, at the check-in procedure, the competitor will have to check-in multiple guests. Few actors will play different characters for each situation and demonstration. Competitors will have time for familiarization with the material given for each task prior to the start of the tasks. To be able to facilitate more competition time and to make the competition more efficient, the competitors will assess several modules/tasks at the same time and in parallel. While some competitors are in the front office for their assignment, others will be in the back-office doing other tasks, while being assessed. In some cases, while each competitor role play assignment takes place in the front office, the other competitors wait at the competitors' room for their turn. The Competitors' room must be well insulted, so that competitors won't listen their colleagues during the performance. The Competition of the Hotel Reception contains the following aspects and related skills:

2.1 Aspect 1 Work organization and self-management

The competitor shall be able to:

- deal effectively with guest related unexpected situations,
- ensure that the reception area is well presented in terms of appearance, signage, cleanliness, etc.,
- maintain guests' privacy,
- maintain health and safety for guests, colleagues, and visitors,
- prioritize work effectively,
- show drive/intention.

2.2 Aspect 2 Communication, customer care, and interpersonal skills

The competitor shall be able to:

- apply listening techniques effectively,
- attend guests during stay and ensure their satisfaction,
- be aware of and react appropriately to non-verbal communications such as body language and gestures,
- communicate effectively and in a timely manner with other departments within hotels,
- demonstrate self-confidence in dialogue,
- demonstrate tact and diplomacy,
- engage in appropriate and professional conversation,
- maintain excellent personal presentation, abiding by the rules of the establishment regarding uniform and personal appearance,

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- maintain good professional relations and communications with colleagues and suppliers,
- maintain good professional relations and communications with guests,
- make and receive telephone calls and e-mails,
- provide accurate and comprehensive information about hotels' services and facilities,
- receive and deliver information from/to colleagues and suppliers,
- receive and deliver information from/to guests,
- respond to special requests,
- understand the features of all kinds of religions and deal with the special needs of different religions and races,
- welcome, attend to and communicate with all guests depending on guest type and/or situation, including those with disabilities and communication difficulties.

2.3 Aspect 3 Hotel reservation

The competitor shall be able to:

- accept room bookings based on room availability agreeing tariff and payment according to the hotel's policy,
- allocate rooms according to hotels' policies and procedures,
- accept walk-in bookings based on room availability, agreeing tariff and payment according to hotels' policies,
- check reservation e-mail, and then reply with a confirmation and/or amendment letter,
- fill out and complete a reservation form,
- record requests for additional services or sales to ensure delivery and appropriate charging,
- request and take deposits according to the hotel's policy,
- take an individual reservation in person, over the telephone, or by e-mail, booking platforms (online travel agency, OTA) or letters.
- take group reservation by telephone, or by e-mail, booking platforms (online travel agency, OTA) or letters,
- take reservations via approved agents or brokers and record appropriately.

2.4 Aspect 4 Checking-in

The competitor shall be able to:

- advise on transferring guests' luggage to rooms and organize transfers according to the hotel's policy,
- assign a proper room to meet guest needs and complete a registration card,
- check a guest's ID and check in the guest according to the reservation requirements,
- check in guests according to hotels' policies and procedures,
- ensure payment to prepare for a smooth check-out,
- handle efficiently overbooking and book-out situations,
- issue room keys to guests,
- maintain all necessary documentation and information relating to guests,
- maintain guest's privacy,
- prepare and deal efficiently with arrivals of groups,
- promote and sell loyalty programs, recognize members and ensure they receive the appropriate benefits,
- promote and upsell hotel services and facilities to guests,
- provide directions to allocated room and information about hotel services and facilities,
- request and take instructions for additional services and sales,
- remind guest of hotel's safety policy,
- warmly welcome and greet a guest.

2.5 Aspect 5 Administration and back office procedures

The competitor shall be able to:

- apple technology and information system to hotel operations,
- create and record any guest related documents (confirmations, letters, etc.),
- handle and account for cash and cash equivalents,
- maintain credit systems in line with hotels' policy,

- manage currency exchange as required,
- post charges to guests' accounts accurately,
- use computers and usual office software.

2.6 Aspect 6 Sales promotion

The competitor shall be able to:

- book additional services such as taxis, flowers, and theater tickets on behalf of guests,
- create effective promotional displays in reception areas,
- manage price resistance,
- maximize sales, room occupancy, room charges in line with hotels' policies and revenue management,
- promote and sell hotel services and facilities to guests when making reservations, on arrival and during their stay,
- promote and sell loyalty programmes, recognize members and ensure they receive the appropriate benefits,
- respond to hotel or hotel group advertising and promotional activities.

2.7 Aspect 7 Promotion of the local area

The competitor shall be able to:

- attend guests during their stay,
- collect feedback on the guest experience,
- learn by heart the most important subject to be able to provide guest with quick response,
- make necessary transportation arrangement for the guests,
- plan trips, book tickets and make reservations on behalf of the guests,
- preform research to obtain information and keep information up to date,
- promote in-house restaurants (or recommend local restaurants outside of the hotel),
- promote the local area, region and country through storytelling, experiences and guidance,
- provide information on the local tourist attractions and leisure activities,
- understand guests needs and promote accordingly.

2.8 Aspect 8 Managing complaints and Dealing with emergency and accident situations

The competitor shall be able to:

- ask questions objectively and sensitively,
- apply the hotel's procedures as appropriate to the situation,
- check satisfaction after the recovery of service,
- deal with the complaints, emergency and accidental situations,
- demonstrate foresight in anticipating potential problems and complaints,
- effectively and carefully deal with emergency and accidental situations,
- listen to complaints attentively, taking notes as required,
- organize the notes, distinguishing between fact and opinion or assumption,
- put complaints at ease, including moving to an appropriate location is require,
- show consideration and empathy while maintaining objectivity
- refer to the hotel's procedures in order to identify options and solutions,
- refer to the matter to one's line manager where it goes beyond one's personal authority.

2.9 Aspect 9 Checking-out procedures

The competitor shall be able to:

- apply sales taxation and service charges appropriately,
- account for advance deposits received by the hotel and any refunds due to the guest,
- check-out guests according to hotels' policies and procedures,
- confirm the guest name and room number,
- confirm the folio with the guests,
- manage check-outs for large groups or parties,
- manage express check-out and late check-out,
- post all charges into a guest folio,
- receive payments,

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- see off the guests,
- settle the guest payment,
- warmly greet intended check-out guests.

3. NOTICES FOR COMPETITORS

3.1 Hotel information

The chosen hotel for the 53rd National Skills Competition is La Mamounia Marrakech, Morocco (Website: https://mamounia.com/en/), where the Competitor will be "serving as" a receptionist and other related positions. Therefore, s/he is required to get some information about the hotel and the city of Marrakech prior to the Competition. In short, the competitor is suggested to have the overall understandings of the chosen Hotel beforehand. A hard copy of the Hotel Fact Sheet will not be given to the competitors.

3.2 Reservations information

Guests may include regular corporates, frequent individual travelers, event planners, members of the Leading Hotels of the World, booking from OTA, or hotel websites and so forth.

3.3 Area information

The Competitor should have basic background knowledge of Marrakech and its surroundings, such as restaurants, tourist attractions, and transportation. During the guests' stays, the Concierge has to arrange half-day tour or one-day tour, including an itinerary, recommended restaurants, table reservation, transportation arrangement, any leisure activities, and so on as requested. Based on the above requirements, it is suggested and worthwhile for the Competitors browse some related websites as follows in advance.

https://www.visitmorocco.com/en
https://en.wikipedia.org/wiki/Morocco
https://en.wikipedia.org/wiki/Moroccan_dirham
https://en.wikipedia.org/wiki/List_of_newspapers_in_Morocco
Berbers - Wikipedia
https://whc.unesco.org/en/list/331

3.4 Hotel reports and printed materials

Reports and printed materials, including Arrival List, Departure Report, In-house Guest Reports, Local Maps of Attractions and Restaurants, Payment Authorization, Room Availability Report, Room Rate Chart, Room Status Reports, Rooming List, and so forth will be attached in correspondence with Test Projects.

The Information Pack as references will be given to the competitors on the first date of the National Competition. It consists of Charges of Limousine Service, Floor Plan, Hotel Spa Service Menu, Hotel MICE Pack, Prices of the Upselling Packages, and so forth. In addition to the preceding hard copies related to La Mamounia Marrakech, Local Attractions, Local Restaurants and Bars, Local Leisure activities and some relevant local details are enclosed as well. The whole pack must be returned by the end of the Competition.

3.5 Relevant forms

In the Test Project, partial forms, just for references, will be applied to the National Skills Competition as attached. They are Reservation Form, Guest Registration Card, Limousine Transfer Voucher, Guest Folio, Miscellaneous Charges Voucher, Express Check-out, and so forth.

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LA MAMOUNIA
MARRAKECH

Room Reservation　RSVN No. AST0201

Sample Only

☐ RESERVATION
☐ AMENDMENT
☐ CANCELLATION

Surname	Given Name			☐ Return Guest ☐ New Guest
Company Name			Contact Person	
Phone Number			E-mail	
Arrival Date	Flight No.	Flight Time	Transfer ☐ Yes ☐ No	Departure Date
Accommodation No. of Rooms / Room Rates	Agdal Deluxe King / Twin /	Park Deluxe King / Twin /	Koutoubia Deluxe King / Twin /	Hivernage Superior King / Twin /
	Executive Suite Agdal /	Executive Suite Park /	Executive Suite Koutoubia /	Riads /
Remarks				
Accepted by	Date		Reconfirmed by	Date

Guest Registration Card

Last Name		First Name	
Arrival Date	Departure Date	RSVN No.	Room No.
Room Type	No. of Guests	Room Rate (MAD)	Advance Payment
Reserved By			
Address			
Nationality		Passport No./SSN	
DOB (MM/DD/YYYY)		Phone Number	
Company Name		Corporate No.	
E-Mail			
Payment	☐ Cash ☐ City Ledger	☐ Credit Card (☐ Master Card ☐ VISA ☐ American Express) ☐ Others	
Newspapers	☐ Bild German ☐ Nikkei Voice ☐ The Australian ☐ The Toronto Star	☐ Le Devoir ☐ USA TODAY ☐ The New York Times ☐ The Wall Street Journal	
Remarks			

Sample Only

Safe Deposit Boxes are available at the Front Desk or in the Guest Room at no charge. Please take care of your personal valuable. Hotel will not be responsible for any loss of your property.

Guest Signature	Checked-in By

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Sample Only

Limousine Transfer

202266

Guest Name		No. of Pax.	No. of Bags	Room No.
ARRIVAL				
Date	Time	Flight No.	Car No.	
DEPARTURE				
Date	Flight No.	Flight Time	Type of Vehicle	
Confirmed By	Posting Time	Bell person	Car No.	
CHAUFFEUR SERVICE				
Date	Time	Return Time	Type of Vehicle	
Destination				
Remarks				
Charge		Guest Signature		
Arranged By				

Sample Only

Guest Copy

Guest Name

Date

Voucher No.: 076838

Room No.

Miscellaneous Voucher			
☐ Miscellaneous Charge ☐ Paid-Out ☐ Refund ☐ Allowance ☐ Others			
Items / Details	Unit Price	Quantity	Amount
		Total	

Guest Signature　　Agent

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Guest Name
Company
Room Charge
Invoice No.
Folio No.

Room No.
Arrival
Departure
Printed
Cashier No.
Page No.

Date	Time	Description	Reference No.	Debits	Credits	Balance

Total _____

Guest Signature _____

I agree that my liability for this bill is not waived and agree to be held personally liable in the event that the indicated person, company or association fails to pay for any part or full amount of these charges.

Sample Only

Express Check-out

Should you wish to utilize our express check-out, please fill in your details and simply leave this form with your room key in the express check-out box at lobby.

Name:
Room Number:
Check-out Date:
E-mail address:

I authorize the La Mamounia Marrakech to process express check-out and debit the credit card that has been authorized on arrival for the full amount incurred during my stay. Please e-mail the bill statement to the above address.

Guest Signature