第 54 屆全國技能競賽分區技能競賽
競賽試題 (說明)

職類名稱：56 旅館接待 (Hotel Reception)

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 Regional 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.

2. DESCRIPTION OF PROJECT AND TASKS

Competitors will have time for familiarization with the material given for each task prior to the start of the tasks. While each competitor role play assignment takes place in the front office, the other competitors wait at the competitors' room for their turn. The competitor's 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:

- apply rules and guidance relating to guests' security,
- 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:

- adjust and adapt to different cultural backgrounds (cultures, religions, genders, ethnicities, disabilities…),
- 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,
- effectively resolve conflicts,
- engage in appropriate and professional conversation,
- incorporate sustainable practices in communication and customer care,
- maintain excellent personal presentation, abiding by the rules of the establishment regarding uniform and personal appearance,
- 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 and revenue management procedures

The competitor shall be able to:

- accept room bookings based on room availability agreeing tariff and payment according to the hotel's policy,
- check reservation e-mail, and then reply with a confirmation 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/prepayments according to hotels' policies,
- take an individual reservation in person, over the telephone, or by e-mail, booking platforms (online travel agent, OTA) or letters.

2.4 Aspect 4 Checking-in procedures

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,
- issue room keys to guests,
- maintain all necessary documentation and information relating to guests,
- maintain guest's privacy,
- 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:

- create and record any guest related documents (confirmations, letters, etc.),
- handle and account for cash and cash equivalents,
- post charges to guests' accounts accurately,
- use computers and usual office software.

2.6 Aspect 6 Promotion of the local area

The competitor shall be able to:

- anticipate guests' needs and promote destinations accordingly,
- assist with transportation, suggesting public or green transportation options when suitable,
- 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,
- promote in-house restaurants (or recommend local restaurants outside of the hotel),
- promote destinations through storytelling, experiences, and guidance, including sustainable and culturally enriching experiences,
- provide information on the local tourist attractions,
- research, obtain and keep information up to date.

2.7 Aspect 7 Managing complaints

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,
- demonstrate foresight in anticipating potential problems and complaints,
- 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.

2.8 Aspect 8 Checking-out procedures

The competitor shall be able to:

- 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 express check-out and late check-out,
- post all charges into a guest folio,
- receive payments,
- see off the guests,
- settle the guest payment,
- warmly greet intended check-out guests.

3. NOTICES FOR A COMPETITOR

3.1 Reservations information

Guests may include regular corporates, or hotel websites, and so forth.

3.2 Hotel information

The chosen hotel for the Regional Competition of the 54th National Skills Competition is Cape Grace, Cape Town, South Africa (Website: https://www.capegrace.com/), 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 prior to the Competition. In short, the competitor is suggested to have the overall understandings of the chosen Hotel beforehand.

3.3 Area information

The Competitor should have basic background knowledge of Cape Town and its surroundings, such as restaurants, tourist attractions, and transportation. During the guests' stays, the Concierge has to arrange half-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 that the Competitor browse some related websites in advance.