第 47 屆國際技能競賽第 2 階段國手選拔賽
競賽試題 (說明)

職類名稱：56　旅館接待 (Hotel Reception)

（註：本公開試題在競賽時得有百分之三十之調整，採原公告試題者請特別標註）

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 this 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. 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,
- 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's 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 guests' experience,
- learn by heart the most important subjects to be able to provide guests with quick responses,
- make necessary transportation arrangement for the guests,
- plan trips, book tickets and make reservations on behalf of the guests,
- perform 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 guest's 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 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, opinion, or assumption,
- put complaints at ease, including moving to an appropriate location as required,
- show consideration and empathy while maintaining objectivity
- refer to the hotel's procedures in order to identify options and solutions,
- refer matters to one's line manager where they go 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 guests,
- check-out guests according to the hotels' policies and procedures,
- confirm the guests' names and room numbers,
- confirm folio with guests,
- manage check-outs for large groups or parties,
- manage express check-out and late check-out,
- post all charges into guest folios,
- receive payments,
- 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 this Skill 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, group visitors, 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 in advance. **A hard copy of the Tourist Attractions will not be given to the competitors.**

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 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.