

第 53 屆全國技能競賽暨第 2 屆亞洲技能競賽 及第 47 屆國際技能競賽國手選拔賽

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 with 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 insulated, 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,











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-  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,

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✎ warmly welcome and greet a guest.

2.5 Aspect 5 Administration and back office procedures

The competitor shall be able to:

- ✎ apply 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.

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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 guests off,
-  settle guests' payments,
-  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

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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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Sample Only

- ☐ RESERVATION
☐ AMENDMENT
☐ CANCELLATION

Room Reservation

RSVN No. AST0201

Surname		Given Name		<input type="checkbox"/> Return Guest <input type="checkbox"/> New Guest	
Company Name			Contact Person		
Phone Number			E-mail		
Arrival Date	Flight No.	Flight Time	Transfer <input type="checkbox"/> Yes <input type="checkbox"/> 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 Park Koutoubia
	/	/	/	/	/
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	<input type="checkbox"/> Cash <input type="checkbox"/> Credit Card (<input type="checkbox"/> Master Card <input type="checkbox"/> VISA <input type="checkbox"/> American Express) <input type="checkbox"/> City Ledger <input type="checkbox"/> Others		
Newspapers	<input type="checkbox"/> Bild German <input type="checkbox"/> Le Devoir <input type="checkbox"/> Nikkei Voice <input type="checkbox"/> USA TODAY <input type="checkbox"/> The Australian <input type="checkbox"/> The New York Times <input type="checkbox"/> The Toronto Star <input type="checkbox"/> The Wall Street Journal		
Remarks			
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				

Guest Copy

Guest Name
Date

Sample Only

Voucher No.:
Room No.

076838

Miscellaneous Voucher			
<input type="checkbox"/> Miscellaneous Charge <input type="checkbox"/> Paid-Out <input type="checkbox"/> Refund <input type="checkbox"/> Allowance <input type="checkbox"/> 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.

Sample Only

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

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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

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Scripts (Desk A)

Important reminders:

To support the role of an actor/actress is important. You play an important role to ensure a fair competition. Hence, the following instructions need to be followed strictly.

1. Act the same way to all Competitors in all cases.
2. Let the Competitor develop the conversation unless otherwise instructed.
3. If you encounter a new question, react accordingly. Make sure if other Competitors ask or tell the same, and you react identically every time.
4. If you feel sad or irritated in one case, you must act so in all cases.

(14 July, 09:40 ~ 12:00, @ 8 mins)

【Telephone Reservation】 (By Phone) STA071401

Guest: Good Morning. This is Ines Rau. I want to book a room for myself and my boyfriend.

(If Competitor inquires Name of the booker)

Guest: Please book it under my boyfriend's name, Mr. Kylian Mbappe.

(If Competitor inquires Check in and Check out Date)

Guest: Check in date is July 14th 2023. We will stay for two nights.

(If Competitor inquires Room Type)

Guest: Please book a king-sized bed **Executive Suite overlooking the swimming pool, gardens and Atlas Mountains** for us. There should be a special offer for the company Carrefour. What's the room rate per night?

(If Competitor quotes a rate excluding Breakfast or doesn't mention whether it includes breakfast or not)

Guest: We would like to have breakfast in your hotel. What's the room rate included breakfast?

(If Competitor inquires Company's name & the guest's position)

Guest: Chief Designer of Carrefour.

(If Competitor asks if this is the first time visit to the hotel)

Guest: No. My boyfriend just stayed at your hotel this March.

(If Competitor inquires Arrival Time/ Transportation from Airport)

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Guest: I will check in first around 3 pm. Please arrange pick-up service from the airport to the hotel for my boyfriend.

Guest: What types of the vehicle do you provide?

Competitor: ...

Guest: BMW 7

Guest: How much will it cost?

(If Competitor inquires Flight details)

Guest: Flight Number is BA 2666 from London. Flight Arrival Time is at 17:50.

(If Competitor inquires Contact Numbers or email)

Guest: My phone number is 524 566 888 ext. 236. My email is Inesrau@hotmail.com

Mr. Mbappe's email is Kmbappe@carrefour.com

(If Competitor inquires Special Requirements)

Guest: Please change **the pillow to memory one**. Also please prepare 10 passion fruits per day because my boyfriend loves it.

(If Competitor inquires Payment or Guarantee)

Guest: Credit card number is 5442 6832 1956 9874. The expiration date is August 2029. CVV is 501.

(14 July, 13:00 ~ 17:00, @ 10 mins)

【Check-in and Guest Service】 (On Site) STA071402

Scenario Ms. Ines Rau carries the luggage to the front desk to check in.

Guest: Hello. How are you today? This is Ines Rau. I would like to check in, but first can you please help me to pay for the taxi fee? It's because I don't have local currency right now. The fee is 175 dollars. The driver is waiting there (Point Albert).

*** Please follow the instructions given by Competitor to complete the C/I process ***

(If Competitor inquires Passport)

Guest: Here you are! (Give the passport to Competitor)

(If Competitor inquires how to pay Airport Pick-up taxi expense)

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Guest: I will pay the expense upon check-out, please. (Sign on payout voucher)

(If Competitor inquires Newspapers)

Guest: Which newspapers on the list is in French?

<<<Competitor replies that ... >>>

Guest: I will have French Newspaper.

(If Competitor inquires wake-up calls)

Guest: Not necessary. Thank you.

(If the Competitor tries to up-sell)

Guest: The assigned Suite is good enough.

(If Competitor inquires Payment)

Guest: Here you are! (Give the Credit card to Competitor)

(If Competitor inquires Signature)

Guest: All the information is correct. (Sign on Registration Card)

(If Competitor inquires Special Requirements)

Guest: Can you buy me a box of tampons and deliver it to my room? One more thing, please don't let anyone know we stay here. OK? We don't want to be bothered during our entire stay.

(15 July, 09:00 ~ 12:10, @ 10 mins)

【Concierge】(On Site) STA071501

Scenario Ines Rau and her boyfriend would like to have a half day tour and have Morocco cuisine for lunch.

Task 1: Leisure Activities

Guest: Hi. I would like to have a half day tour tomorrow morning. What will you recommend?

(If Competitor asks about **Guest's** preference)

Guest: I would like to try some outdoor (leisure) activities.

(If Competitor asks about tourist attractions)

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Guest: What will you recommend?

<<<Competitor replies that ... >>>

(If Competitor introduces nothing related to hot air balloon flight **after 30 seconds**)

Guest: It's said that people can take **hot air balloon flight** here, right? Can you introduce it more?

<<<Competitor replies that ... >>>

Guest: Sounds great.

(If Competitor inquires the package of the hot air balloon flight)

Guest: Can you arrange the **VIP** Package for us?

Guest: Where to take the Hot Air Balloon and **how far** is it from the hotel?

<<<Competitor replies that ... >>>

(If Competitor inquires numbers of **Guests**)

Guest: Just my boyfriend and I.

(The Competitor should inform the guest the tour company will arrange a car to pick them up at 04:00. If not, please **DO NOT** remind him/her.)

Guest: Thanks.

(If Competitor inquires how to pay the package)

Guest: I will pay the expense upon check-out, please. (Sign on payout voucher)

(If Competitor asks about Transportation)

Guest: please arrange a limousine for us.

(If Competitor inquires type of the vehicle)

Competitor: We offer Audi A6 or BMW 7 for the limo service. What type of the vehicle do you prefer?

Guest: BMW 7

(If Competitor asks whether to prepare breakfast boxes)

Guest: Yes, please.

(If Competitor inquires any dietary restrictions)

Guest: No.

Task 2: Restaurant Arrangement

Guest: By the way, I'd like to have lunch with **my bestie** after we come back from the hot air balloon

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flight. Do you have any recommendation?

(If Competitor inquires type of cuisine)

Guest: We want to try Morocco cuisine.

(If Competitor asks the guest's preference for the restaurant within or outside the hotel.)

Guest: I prefer a restaurant outside the hotel and please make sure **Diners Club credit card** is accepted because it's the only one I have for this moment.

(If Competitor inquires any **dietary restrictions**.)

Guest: One of my besties needs **Halal food** and **we all love chicken dishes**.

(If Competitor asks whether to make reservation or not.)

Guest: Yes, please. Thank you.

(If Competitor inquires lunch time)

Guest: 12:30.

(If Competitor inquires numbers of **Guest**)

Guest: 3 people.

(If Competitor inquires Transportation)

Guest: Can you arrange a TAXI to pick us up at hotel at around 12:00 noon?

(15 July, 13:10 ~ 17:00, @ 10 mins)

【Managing Complaints and accident】(By Phone, **Actor Room**) STA071502

Guest: Hi. This is Ines Rau from Room 370. Can you send someone to help us? We have a car accident and someone just robbed me! The worst thing is your limousine driver left us alone here without doing anything or telling us what to do. I really don't know what happened and what to do next.

(If Competitor asks about **Guest's** location)

Guest: I am not sure. But we just had our lunch. I think we are just one block away from Dar Zellij Restaurant.

(If Competitor asks about **Guest's** condition)

Guest: I have scrapes and bruises on my hand and leg. Also, I lost my purse, passport, money and credit card. Luckily, my bestie is fine.

(If Competitor asks about **Guest's** mobile)

Guest: My cellphone number is +34 6532 15688.

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(16 July, 08:45 ~ 11:30, @ 8 mins)

【Check-out】(On Site) STA071601

Scenario The **Guest** carries the luggage to the front desk to check out...

Guest: Hello. I would like to check out.

(If Competitor inquires mini-bar consumption)

Guest: One apple juice.

(If Competitor asks the guest to pay in cash for the payout fee, 175 dollars)

Guest: Here you go.

(Guest please give 200 dollars local currency to the Competitor, and Competitor should give 25 dollars back to the guest. Please hand over the money to the Experts after completing the module)

Guest: The folio seems all correct. (Sign the folio)

Competitor: Would you like to have the same credit card in order to settle the charges?

Guest: Yes, please.

Guest: I still have 100 dollars local currency, and the rest amount is paid by credit card.

(If Competitor inquires Transportation)

Guest: Can you arrange a taxi for us?

Guest: It's a beautiful city. I will definitely come back again.

Scripts (Desk B)

Important reminders:

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4. If you feel sad or irritated in one case, you must act so in all cases.

(14 July, 09:40 ~ 12:00, @ 8 mins)

【Telephone Reservation】 (By Phone) STB071401

Guest: Good morning. I'd like to make a room reservation for myself and my brother from 14th to 16th July 2023. (The first-time visit)

(If Competitor inquires the booker's Name)

Guest: My last name is Charlie Engle. The first name is Francis.

(If Competitor inquires Room Type)

Guest: Do you have any **Suite** that includes **2 bedrooms with 1 lounge, 2 bathrooms with bath and shower, 1 guest bathroom, and communicating terraces?**

Guest: We had never stayed at your hotel before and we don't need breakfast, either. By the way, what's the best price you can offer for it?

(If Competitor inquires Company's name & position)

Guest: I am the product manager and my brother, Albert, is a sales manager at Apple Company.

(If Competitor inquires Transportation from Airport)

Guest: Please **DO NOT** arrange the hotel private car to pick us up on 14th July.

(If Competitor inquires Arrival Time/ Flight details)

Guest: Our flight number is BA668 (British Airway), and landing time is around 14:05. (From LHR)

(If Competitor inquires Contact Numbers or email)

Guest: My mobile number is +27 8412-33906 and email is francis@apple.com

(If Competitor inquires Payment or Guarantee)

Guest: My credit card is American Express Centurion Card. The number is 3759 876543 21001. The expiration date is March 2027. CVV is 601.

(If Competitor inquires Special Requirements)

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Guest: Actually, we would like to book event rooms for our product launch in this October. Can you provide any contact person or email so that I can discuss it directly with this person?

Guest: By the way, we will have a parcel by DHL service. It will be delivered to the hotel on 10th July before our arrival. Can you assist us to receive and keep it?

(14 July, 13:00 ~ 17:00, @ 10 mins)

【Check-in and Guest Service】(On Site) STB071402

Guest: Hello! I would like to check-in. My reservation name is Francis Charlie Engle.

*** Please follow the instructions given by Competitor to complete the C/I process ***

(If Competitor reminds the guest that they had received the parcel from DHL)

Guest: Thank you for your help.

(If Competitor inquires Passport)

Guest: Here you are! (Give the passport to Competitor)

(If Competitor informs that the room is not available)

Guest: So, what can I do before the room is available?

(If Competitor inquires change room type, up sell or down sell)

Guest: I don't want to stay other room type because the suite I book with two en-suite bedrooms and a lounge, is exactly what my brother and I seeking for. We like the space and privacy.

(If Competitor inquires another guest's passport)

Guest: My brother is attending a meeting now so he will come later.

(If Competitor inquires Newspapers)

Guest: I don't need any newspaper, thanks.

(If Competitor inquires Payment)

Guest: This is my credit card. (Give Credit card to Competitor)

(If Competitor inquires Signature)

Guest: All the information is correct. (Sign on Registration Card)

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(If Competitor inquires Special Requirements)

Guest: I sent an email to your catering sales regarding the function room reservation last month, but I haven't received any reply yet. Is there anyone I can talk to as soon as possible?

(If Competitor asks to keep the luggage or deliver it to the room directly after the room is available)

Guest: Yes, please deliver it to the room directly after the room is ready.

(15 July, 09:00 ~ 12:10, @ 10 mins)

【Concierge】(On Site) STB071501

Scenario Francis and Albert would like to join a day tour.

Task 1: Day tour

Guest F: Good morning., my brother and I have half day free time in this afternoon. Can you suggest any tour package with a tour guide?

Guest F: Can you tell me what is must-see attraction in Medina of Marrakesh for people like us who come here for the first time?

<<< Competitor replies that... >>>

(**Guest A** 走進 **Desk B** after 1 minutes)

Guest F: OK. We want to visit Koutoubia Mosque and Jemaa el Fnaa Square.

Guest F: Could you tell me more about these two tourist attractions?

【Albert prefers a private tour while Francis prefers a group tour.】

Guest F: please reserve two people for a group tour.

Guest A: Oh, no, Brother. I don't want to join a group tour. It is too crowded. How about the private tour with a guide for just two of us?

Guest F: But a private tour is too expensive. Are you sure?

Guest F: Does this tour include both Koutoubia Mosque and Jemaa el Fnaa Square?

<<< Competitor replies that... >>> (Expect Competitor reply Yes or No)

Guest A: We must see these two attractions.

Guest F: Could you tell me more about this tour package?

<<< Competitor replies that... >>> (Expect Competitor introduces other attractions for this tour)

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(If Competitor doesn't know how to answer the question)

Guest A: It's Ok. Never mind.

Guest F: How much do we need to pay for this tour per person?

<<< Competitor replies that... >>>

(If Competitor inquires numbers of Guests)

Guest F: Just both of us.

(The Competitor should inform the guest the tour company will arrange a car to pick them up at 13:30~14:00 in front of the Hotel. If not, please **DO NOT** remind him/her.)

Guests: Thanks.

(If Competitor inquires how to pay the package)

Guest A: I will pay the expense upon check-out, please. (Sign on payout voucher)

(If Competitor asks about Transportation)

Guest A: please arrange a limousine for us.

(If Competitor inquires type of the vehicle)

Guest A: BMW 7

Guest F: Alright. That sounds great. I feel excited about it already.

(15 July, 13:10 ~ 17:00, @ 10 mins)

【Emergency Situation + Complaint】 (By Phone beside the Sofa) **STB071502**

Scenario Foot bleeding and Air conditioner is out of order (Make phone calls from the room)

Task 1: Emergency Situation (approx. 4 mins)

Guest: This is room 550. My brother sprained his wrist and also hurt his foot while he was exercising in the gym. Oh my god! His foot is bleeding now.

(Guest please accept any offer or follow competitor's instructions)

(If Competitor do nothing about the situation)

Guest: Never mind. (Hang up the phone)

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Task 2: Complaint (approx. 4 mins)

Guest: Hi, this is room 550. It's so hot in my room. I turned on the air-conditioner about an hour ago, but it's still not working. I am sweating even I just sit on the couch and watch TV. I have a very important meeting in 30 minutes. I want this to be fixed immediately.

(If Competitor offers a room move)

Guest: No, I don't want to change to another room.

(If Competitor inquires the reason)

Guest: I just said I will have a meeting in 30 minutes. Above all, I've set up my "Teams" already.

(16 July, 08:45 ~ 11:30, @ 8 mins)

【Check-out】(On Site) STB071601

Scenario The **Guest** carries the luggage to the front desk to check out...

Guest: Hello. I would like to check out.

(If Competitor inquires mini bar consumption)

Guest: No.

Guest: The folio seems all correct. (Sign the folio)

Guest: I'd like to settle the bill in cash of USD 100, and the rest is paid by this credit card.

(If Competitor inquires transportation to the airport)

Guest: Please arrange a taxi to the airport and make sure he/she can accept a **credit card**.

(If Competitor inquires Flight details)

Guest: Flight Number is BA 2667 and Flight Departure Time is at 13:50.

Scripts (Desk C)

Important reminders:

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(14 July, 09:40 ~ 12:00, @ 8 mins)

【Guest Service】 (On-site) STC071401

Task 1: Housekeeping Service (on Site)

Guest: Hi, I am Felicia from Room 321. I am going out right now. While I am out, there are two things I need your help.

First, for the eco-friendly reason, please tell your housekeeping not to clean my room today, but replenish three bottles of water for me.

Second, my shirts and trousers need to be cleaned. I will put the “**Do Not Disturb**” sign on, but you still can send someone to pick up the laundry directly in my room. By the way, I need the laundry back within 4 hours and please **do not crease trousers and the shirts on Hangers**.

<<< **Competitor** should fill out a Laundry form. >>>

(If Competitor informs the express service will be more expensive)

Guest: It's OK. Just make sure it will return on time.

Task 2: Request the Late checkout (on Site)

Guest: By the way, I have a late flight back to London tomorrow, so I want to request the late checkout at 18:00.

(If Competitor informs the late check-out charge)

Guest: But I am the Sterling Status member of the Leaders Club. You should offer this service to your loyal members. I won't pay for it. Anyway, I am in a hurry. Please figure it out and just leave me a voice message to my Room.

Task 3: Guest complaint (on Site)

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Guest: I just had breakfast at your restaurant. The waiter spilled the juice on my shirt. This is my last business clothing I have now and the others I just asked you to do the laundry this morning. What am I supposed to do?

(14 July, 13:00 ~ 17:00, @ 10 mins)

【Check-in and Guest Service】(On Site) STC071402

Scenario Ms. Felicia O'Brian approached Front Desk with a big smile on her face.

In-house guest, Ms. Felicia O'Brian, currently stays in Room 321 (Park Deluxe Room), She would like to extend one more night and change her room type because her family will stay with her.

Guest: Good afternoon. How are you today? I am currently staying in Room 321, but my hubby just gave me a surprise that he will take my boy and my girl to stay with me tonight. In that case, I'd like to make some changes for my stay. First, I will stay one more night. Second, I need a bigger room for my family.

(If Competitor inquiries room type)

Guest: Well...We are British. I wonder which suites you have **are unique and featured with British style**. I prefer A SUITE with a **king-sized bed and a twin bedroom for four of us**.

(**Guest** please accept any room type that Competitor provides)

Guest: OK. What is the room rate including 4 breakfasts for the suite? I want to have the member discount rate of Leaders Club.

(If Competitor inquiries kid's age)

Guest: My son is 9 years old and my daughter is 5 years old.

(If Competitor inquiries when the guest can do a room move)

Guest: Any time. I've already packed everything.

(If Competitor inquiries the passport and credit card)

Guest: What for? I gave you all the information yesterday when I checked in. I don't have them with me now.

(If Competitor inquires Transportation from Airport)

Guest: Not necessary.

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(If Competitor inquires whether to separate the bill or not)

Guest: Yes, please separate the bill for 2 parts (documents). One is for 13-14 July and the other one is for 14-16 July.

(If Competitor inquires Special Requirements)

Guest: What are the seasonal fruits here?

<< **Competitor** replies that >>

Guest: Can you prepare plenty of them? My kids love any kind of fruit.

Guest: By the way, what time is it in New York now? I want to call my dad. Today is his birthday.

<< **Competitor** replies that >>

Guest: Morning or afternoon?

(15 July, 09:00 ~ 12:10, @ 10 mins)

【Concierge】(On Site) STC071501

Scenario Ms. Felicia O'Brian would like to spend some spare time and have Italian cuisine for dinner in the hotel after playing French pétanque.

Task 1: Leisure Activities / Tourist Attraction

Guest: Hi. I have some spare time this afternoon around 15:00 to 17:00. What will you suggest?

(If Competitor asks about guest's preference)

Guest: I would like to try some outdoor (leisure) activities.

(If Competitor asks about tourist attractions)

Guest: What will you suggest?

<< **Competitor** replies that >>

(If Competitor introduces **NOTHING** related to sports for 1 minute)

Guest: Do you have any sports activities to recommend?

(If Competitor keeps introducing the activities outside the hotel for one minute)

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Guest: I would like to have some sporting activities with my family. Do you have any sport facilities within the hotel? What are they?

(Please reply it directly when Competitor introduces the hotel facilities for one minute)

Guest: I would love to play French pétanque (boules games) with my family.

(If Competitor inquires Time)

Guest: We would like to play it at 15:00.

(If Competitor inquires numbers of guests)

Guest: Totally 4 people.

Guest: Could you tell me more about that facility?

(If Competitor asks the guest whether to have somewhere for rest or not after the game)

Guest: Yes, please.

Task 2: Restaurant Arrangement

Guest: By the way, can you recommend some restaurants for dinner? We plan to have dinner in a fine restaurant. What will you suggest?

(If Competitor inquires types of cuisine)

Guest: I want to try Italian cuisine.

Competitor: Would you like to dine in the Hotel restaurant or outside the Hotel?

Guest: I prefer having it within the hotel since we may be tired after playing French pétanque.

(If Competitor recommends the restaurant outside the hotel)

Guest: I think we'll be tired after playing French pétanque. How about the restaurant within the hotel?

(If Competitor asks whether to make a table reservation or not)

Guest: Yes, please. Thank you.

(If Competitor inquires Time)

Guest: Probably at 19:15 ~ 19:30 tonight.

(If Competitor inquires numbers of Guests)

Guest: Totally 4 people. (Two adults and two kids)

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(If Competitor inquires any dietary restrictions) **Guest:** My husband is a vegan.

(If Competitor inquires ages of the children)

Guest: My son is 9 years old and my daughter is 5 years old.

(If Competitor inquires special requests)

Guest: Please arrange a quiet space for us.

Guest: By the way, what's the name of the restaurant? Can you write it down for me? Could you recommend two special dishes that we must try?

(If Competitor informs the dress code of the restaurant)

Guest: Thank you for telling me.

(15 July, 13:10 ~ 17:00, @ 10 mins)

【Managing Complaints】(By Phone and then On site) **STC071502**

Scenario Ms. Felicia O'Brian's check out date is tomorrow; however, the housekeeping thought she is supposed to check out today. So, they knocked on the door and asked her when she will check out. Ms. Felicia O'Brian also felt very upset because the hotel didn't provide discount proactively.

Task 1: Guest Complaint 1 (By Phone)

Guest: This is Felicia O'Brian in Room 375. I don't understand what's wrong with your staff. We just got disturbed by the housekeeper who thought we were checking out. This is not acceptable in La Mamounia or any luxurious hotel, especially for the suite guest. I just want you to make sure there will be no one disturbing us until 15:30 in this afternoon.

(One minute later, Guest approached the Desk C angrily and threw the laundry bill on the Desk.

Guest please control the voice and not to interfere other Competitors)

Task 2: Guest Complaint 2 (On site)

Guest: Do you know that I am the Sterling Status member of the Leaders Club of the LHW and what benefits I should deserve. I should get meals and laundry service discounts. However, I went to the Italian restaurant last night and I asked for laundry service yesterday morning, neither of them offered discounts for me. The worst thing was it took 40 minutes for the restaurant to make the bill correct. Are these you treated the prestige member? I feel so disappointed. I will wait for your replies

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and update of what had happened. These are not acceptable.

(16 July, 08:45 ~ 11:30, @ 8 mins)

【Complaint + Check-out】(On Site) STC071601

Scenario Ms. Felicia O'Brian approaches the Desk with her luggage.

Guest: What's wrong with you? I got a call from your front desk to ask me to check out around 12:00. My reservation was booked through Leadings Hotel, I am pretty sure I am entitled to have late check out till 16:00. This is really the worst experience I've ever had.

(If Competitor asks guest what the original estimated check-out time is)

Guest: I expect to go to the airport around 15:30.

(If Competitor inquires what the guest would like to do during these two hours from 13:30 to 15:30)

Guest: I have no ideas. What's your suggestion? (Guest please accept any suggestion from Competitor)

(If Competitor inquires mini-bar consumption)

Guest: Nothing.

(If Competitor inquires payment methods)

Guest: I'd like to pay with credit card for all my expenses.

(If Competitor inquires to pay with the same credit card for both room rates)

Guest: Yes. Same credit card, but two folios.

(If Competitor inquires transportation to the airport)

Guest: please arrange a taxi for us.

Guest: Thank you. I hope there will be better in your hotel when I visit next time.

<<< END >>>