

Technical Description

*EuroSkills Gdańsk 2023
Hotel Reception (57)*

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Effective 16.03.2023



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1 Introduction

1.1 Name and description of the Skill Competition

1.1.1 The name of the Skills Competition is

Hotel Reception

1.1.2 Description of the associated work role(s) or occupation(s)

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.

1.2 The content, relevance and significance of this document

This document incorporates a Role Description and Occupational Standards which follow the principles and some or all of the content of the WorldSkills Occupational Standards. In doing so WSE acknowledges WorldSkills International's (WSI's) copyright. WSE also acknowledges WSI's intellectual property rights regarding the assessment principles, methods and procedures that govern the competition.

Every Expert and Competitor must know and understand this Technical Description.

In the event of any conflict within the different languages of the Technical Descriptions, the English version takes precedence.

1.3 Associated documents

Since this Technical Description contains only skill-specific information it must be used in association with the following:

- WSE – Competition Rules
- WSI – WorldSkills Occupational Standard framework
- WSE – WorldSkills Europe Assessment Strategy
- WSE – Online resources as referenced in this document
- WSE – Code of Ethics and Conduct

- Host Country – Health and Safety regulations

2 The Standards Specification

2.1 General notes regarding WSOS / WSEOS

Where appropriate WSE has utilised some, or all, of the WorldSkills International Occupational Standards (WSOS) for those Skills Competitions that naturally align between the two international competitions. Where the Skill is exclusive to the EuroSkills Competition, WorldSkills Europe has developed its own Occupational Standards (WSEOS) using the same principles and framework to that used for the development of the WSOS. For the purposes of this document the use of the words “Occupational Standards” will refer to both WSOS and WSEOS.

The Occupational Standards specifies the knowledge, understanding and specific skills that underpin international best practice in technical and vocational performance. It should reflect a shared global understanding of what the associated work role(s) or occupation(s) represent for industry and business. Helpfully, for the global consultation on the WSOS in 2014-2021, around 50 percent of responses came from European industry and business.

Each Skill Competition is intended to reflect international best practice as described by the Occupational Standards, and to the extent that it is able to. The Occupational Standards is therefore a guide to the required training and preparation for the Skill Competition.

In the Skill Competition the assessment of knowledge and understanding will take place through the assessment of performance. There will not be separate tests of knowledge and understanding.

The Occupational Standards are divided into distinct sections with headings and reference numbers added.

Each section is assigned a percentage of the total marks to indicate its relative importance within the Occupational Standards. The sum of all the percentage marks is 100.

The Marking Scheme and Test Project will assess only those Skills that are set out in the Occupational Standards. They will reflect the Occupational Standards as comprehensively as possible within the constraints of the Skill Competition.

The Marking Scheme and Test Project will follow the allocation of marks within the Occupational Standards to the extent practically possible. A variation of five percent is allowed, provided that this does not distort the weightings assigned by the Occupational Standards.

2.2 Occupational Standards

SECTION	RELATIVE IMPORTANCE %
1 Work organization and self-management	15

The individual needs to know and understand:

- The services and facilities offered by the hotel and their tariffs
- Legal requirements of the hotel regarding check-in, health and safety, discrimination, guest's property, guest's behaviour, service of alcohol, sale of goods and services, data protection
- The facilities available for guests with disabilities
- The structure, role and requirements of front office operations within the hotel industry
- Reporting structure, shift patterns and types of staff
- Management of the guest cycle
- Types of customers likely to use the hotel.

The individual shall be able to:

- Deal effectively with unexpected situations
- Maintain health and safety for guests and colleagues
- Identify oneself with the organization and its goals
- Prioritise work effectively
- Ensure that the reception area is well presented in terms of appearance, signage, cleanliness
- Apply rules and guidance relating to guest's security
- Apply rules in the event of an evacuation of the hotel and be the first
- Point of call for emergency services
- Maintain guest's privacy
- Apply all legislation relating to the sale and service of goods and services within the hotel

2 Communication and interpersonal skills	36
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The individual needs to know and understand:

- The importance of effective communications with guests
- Procedures and guidance for communicating with guests of the hotel
- Barriers to effective communication and how to overcome them
- Links between the hotel reception and other departments and the role of reception as the hub for communications between departments
- The hotel's policy regarding uniform and personal appearance
- The importance of personal presentation
- The importance of the hotel reception area to create a first impression

SECTION
**RELATIVE
IMPORTANCE %**
The individual shall be able to:

- Welcome, attend to and communicate with all guests depending on guest type and/or situation, including those with disabilities and communication difficulties
- Provide accurate and comprehensive information about the hotel's services and facilities
- Provide tourist information to guests maintain good professional relations and communications with guests, colleagues and suppliers
- Receive and deliver information from/to guests, colleagues and suppliers
- Make and receive telephone calls and e-mails
- Attend guests during stay and ensure their satisfaction
- Maintain excellent personal presentation, abiding by the rules of the establishment regarding uniform, name badge and personal appearance
- Be aware of and react appropriately to non-verbal communications such as body language and gestures
- Apply listening techniques effectively
- Engage in appropriate and professional conversation
- Demonstrate self-confidence in dialogue
- Communicate effectively and in a timely manner with other departments within the hotel
- Demonstrate tact and diplomacy
- Respond to special requests

3 Hotel reservation procedures
6
The individual needs to know and understand:

- Room allocation procedures including; rooms availability chart, pricing, software solutions
- Software systems used to record hotel reservations
- Types and range of tariffs
- The status of provisional, confirmed, waiting list and guaranteed bookings,
- Policy regarding deposits and credit card guaranteed booking at the point of booking
- Release times for rooms
- The hotel's policy regarding overbooking
- All documentation used within the hotel relating to reservations
- The hotel's policy regarding yield management
- The policy relating to the use of agents or brokers

SECTION
**RELATIVE
IMPORTANCE %**
The individual shall be able to:

- Take an individual reservation in person, over the telephone, by e-mail
- Take group reservation by telephone, e-mail or letter
- Take reservations via approved agents or brokers and record appropriately
- Accept bookings based on room availability, agreeing tariff and payment according to the hotel's policy
- Request and take deposits and/or credit card guarantees according to the hotel's policy
- Allocate rooms according to the hotel's policy and procedure
- Record requests for additional services or sales to ensure delivery and appropriate charging
- Use software packages to make and record reservation details

4 Checking-in procedures
3
The individual needs to know and understand:

- Legal requirements regarding documentation and records for national and international hotel guests
- Electronic and manual systems for checking-in guests
- Procedures and protocols for issuing keys
- Different types of traditional and electronic room keys
- Registration requirements
- The function and updating of guest's history
- Usual guest requests such as early morning calls, newspapers, breakfast, room service
- Automated check-in procedures
- Procedures for dealing with guests' luggage, belongings and car parking

The individual shall be able to:

- Check-in guests according to the hotel's policy and procedure
- Maintain all necessary documentation and information relating to guests
- Issue room keys to guests
- Provide directions to allocated room and information about hotel services and facilities
- Request and take instructions for additional services and sales
- Ensure payment to prepare for a smooth check-out
- Advise on transferring guests' luggage to rooms and organise transfers according to the hotel's policy

SECTION	RELATIVE IMPORTANCE %
5 Administration and back office procedures	9

The individual needs to know and understand:

- Various types of guest recording and accounting systems including manual (tabular ledger) and computerised systems
- Types of account
- Posting charges to the guest's bill such as restaurant charges, room service, bar etc
- How to interpret data including guest histories, mailing lists, databases, accounts
- Room statistics; room and sleeper occupancy, average room rates (RevPar, ADR), room yield, gross operating profit
- How to access data on and improve revenue, promotions, discounts, forecasting, trends, strategies
- General office and administrative procedures and processes including filing, word processing, databases, photocopying and maintenance of records
- The importance and means of security relating to handling and recording cash and cash equivalents

The individual shall be able to:

- Use computers and usual office software effectively
- File documents and data physically and electronically
- Handle and account for cash and cash equivalents
- Manage currency exchange as required
- Conduct general office and administrative procedures such as filing, word processing, databases, photocopying and maintenance of records
- Calculate currency exchanges and transactions with appropriate commission
- Post charges to guest's accounts accurately
- Write e-mails (confirmations, proposals, information about hotel) to the guest in the polite manner

6 Sales promotion	11
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The individual needs to know and understand:

- The range and purpose of promotional activities used by hotels and hotel groups
- The role of the hotel receptionist in promoting and maximising sales and profit
- The role of the hotel receptionist in promoting repeat bookings
- The impact of visual displays and promotional material

SECTION
**RELATIVE
IMPORTANCE %**
The individual shall be able to:

- Promote and sell hotel services and facilities to guests on arrival and during their stay
- Maximise sales, room occupancy, room charges in line with hotel policy and yield management
- Book additional services such as taxis, flowers and theatre tickets etc on behalf of guests
- Create effective promotional displays in the reception area
- Respond to hotel or hotel group advertising and promotional activities

7 Managing complaints
8
The individual needs to know and understand:

- The hotel's complaints procedures in writing and in person
- The scope for flexibility and conformity to the procedures
- Basic techniques for investigation and analysis
- The limits of personal authority
- Principles underlying conflict management

The individual shall be able to:

- Demonstrate foresight in anticipating potential problems and complaints
- Put the complainant at ease, including moving to an appropriate location is required
- Listen to complaints attentively, taking notes as required
- Ask questions objectively and sensitively
- Show consideration and empathy while maintaining objectivity
- Organise the notes taken, distinguishing between fact and opinion or assumption
- Refer to the hotel's procedures in order to identify options and solutions
- Apply the hotel's procedures as appropriate to the situation
- Refer the matter to one's line manager where it goes beyond one's personal authority

8 Checking-out procedures
3
The individual needs to know and understand:

- Check-out times
- Billing procedures on guest's departure
- Various types of payment method: cash, foreign currency, debit and credit cards, company accounts

SECTION	RELATIVE IMPORTANCE %
<ul style="list-style-type: none"> • Procedure for accounting for advance deposits when preparing guest's bill and receiving payment • How to account for any refunds • Sales taxes and how they apply to hotel bills • Documentation relating to checking-out and guest's departure • Express check-out procedures • Late check-out procedures and policy • How to manage check-outs for large groups and parties 	
<p>The individual shall be able to:</p>	
<ul style="list-style-type: none"> • Check-out guests according to the hotel's policy and procedure • Manage express check-out and late check-out • Manage check-out for large groups or parties • Receive payments: cash, foreign currency, credit and debit card company accounts • Split bills • Account for advance deposits received by the hotel and any refunds due to the guest • Collect feedback on the guest experiences 	
<p>9 Promotion of local attractions and culture (Tourism)</p>	<p>9</p>
<p>The individual needs to know and understand:</p>	
<ul style="list-style-type: none"> • Cultural, historical and tourist information for the local area • Options of public transportation • The local cuisine • Aspects of local communications and tradition • Know how to obtain new information fast by using the internet 	
<p>The individual shall be able to:</p>	
<ul style="list-style-type: none"> • Promote the local area, region and country through storytelling, experiences and guidance • Plan trips, book tickets and make reservations on behalf of the guest • Understand guests needs and promote accordingly • Assist in transportation • Perform research to obtain information and keep information up to date • Learn the most important subject to be able to provide guest with quick response • Collect feedback on the guest experiences 	
<p>Total</p>	<p>100%</p>

3 The assessment approach & principles

3.1 General guidance

Note: this Section and Section 4 summarize a great deal of new information and guidance regarding assessment. Please refer to the Competition Rules for greater detail.

The Competition Committee (CC) establishes the principles and techniques to which assessment at the EuroSkills Competition must conform.

Expert assessment practice lies at the heart of the EuroSkills Competition. For this reason it is the subject of continuing professional development and scrutiny. The growth of expertise in assessment will inform the future use and direction of the main assessment instruments used by the EuroSkills Competition: the Marking Scheme, Test Project, and Competition Information System (CIS).

Assessment at the EuroSkills Competition falls into two broad types: measurement and judgement. All assessments will be governed by explicit benchmarks, referenced to best practice in industry and business.

The Marking Scheme must include these benchmarks and follow the weightings within the Occupational Standards. The Test Project is the assessment vehicle for the Skill Competition, and also follows the Occupational Standards. The CIS enables the timely and accurate recording of marks, and has expanding supportive capacity.

The Marking Scheme, in outline, will lead the process of Test Project design. After this, the Marking Scheme and Test Project will be designed and developed through an iterative process, to ensure that both together optimize their relationship with the Technical Description and the principles for assessment as set out in the WSE Assessment Strategy. They will be agreed by the Experts and submitted to WSE for approval together, in order to demonstrate their quality and conformity with the Occupational Standards.

Prior to submission for approval to WSE, the Marking Scheme and Test Project will be reviewed by the WSE Skill Advisors in order to benefit from the capabilities of the CIS.

4 The Marking Scheme

4.1 General guidance

This Section describes the role and place of the Marking Scheme, how the Experts will assess Competitors' work as demonstrated through the Test Project, and the procedures and requirements for marking.

The Marking Scheme is the pivotal instrument of the EuroSkills Competition, in that it ties assessment to the standards that represent the skills to be tested. It is designed to allocate marks for each assessed aspect of performance in accordance with the weightings in the Occupational Standards.

By reflecting the weightings in the Occupational Standards, the Marking Scheme establishes the parameters for the design of the Test Project. Depending on the nature of the skill and its assessment needs, it may initially be appropriate to develop the Marking Scheme in more detail as a guide for Test Project design. Alternatively, initial Test Project design can be based on the outline Marking Scheme. From this point onwards the Marking Scheme and Test Project should be developed together.

Section 2.1 above indicates the extent to which the Marking Scheme and Test Project may diverge from the weightings given in the Occupational Standards, if there is no practicable alternative.

The Marking Scheme and Test Project may be developed by one person, or several, or by all Experts. The detailed and final Marking Scheme and Test Project must be approved by the whole Expert Jury prior to submission for independent quality assurance. The exception to this process is for those Skill Competitions which use an Independent Test Project designer for the development of the Marking Scheme and Test Project.

In addition, Experts are encouraged to submit their Marking Schemes and Test Projects for comment and provisional approval well in advance of completion, in order to avoid disappointment or setbacks at a late stage. They are also advised to work with the CIS Team at this intermediate stage, in order to take full advantage of the possibilities of the CIS.

In all cases the complete and approved Marking Scheme must be entered into the CIS at least **eight weeks** prior to the Competition using the CIS standard spreadsheet or other agreed methods.

In the interests of fairness and transparency, all experts should have the same knowledge of the Marking Scheme at any given time. If an expert, including the chief expert and deputy chief expert, is assigned some information on the Marking Scheme, it should be shared with the other experts without delay.

4.2 Assessment criteria

The main headings of the Marking Scheme are the Assessment Criteria. These headings are derived in conjunction with the Test Project. In some Skill Competitions the Assessment Criteria may be similar to the section headings in the Occupational Standards; in others they may be totally different. There will normally be between five and nine Assessment Criteria. Whether or not the headings match, the Marking Scheme must reflect the weightings in the Occupational Standards.

Assessment Criteria are created by the person(s) developing the Marking Scheme, who are free to define criteria that they consider most suited to the assessment and marking of the Test Project. Each Assessment Criterion is defined by a letter (A-I).

The Mark Summary Form generated by the CIS will comprise a list of the Assessment Criteria.

The marks allocated to each criterion will be calculated by the CIS. These will be the cumulative sum of marks given to each aspect of assessment within that Assessment Criterion.

4.3 Sub criteria

Each Assessment Criterion is divided into one or more Sub Criteria. Each Sub Criterion becomes the heading for a EuroSkills marking form.

Each marking form (Sub Criterion) has a specified day on which it will be marked.

Each marking form (Sub Criterion) contains Aspects to be assessed and marked by measurement or judgement. Some Sub Criteria have assessment by both measurement and judgement, in which case there is a separate marking form for each method

4.4 Aspects

Each Aspect defines, in detail, a single item to be assessed and marked together with the marks, or instructions for how the marks are to be awarded. Aspects are assessed either by measurement or judgement and appear on the appropriate marking form.

The marking form lists, in detail, every Aspect to be marked together with the mark allocated to it, the benchmarks, and a reference to the section of the Standards Specification.

The sum of the marks allocated to each Aspect must fall within the range of marks specified for that section of the Standards Specification. This will be displayed in the Mark Allocation Table of the CIS, in the following format, when the Marking Scheme is reviewed from C-8 weeks. (Section 4).

CRITERIA											TOTAL MARKS PER SECTION
		A	B	C	D	E	F	G	H	I	
OCCUPATIONAL STANDARDS SPECIFICATION SECTIONS	1										
	2										
	3										
	4										
	5										
	6										
	7										
	8										
	9										
TOTAL MARKS PER CRITERION											100

4.5 Assessment and marking

There is to be one marking team for each Sub Criterion, whether it is assessed and marked by judgement, measurement, or both. The same marking team must assess and mark all Competitors.

Where this is impracticable (for example where an action must be done by every Competitor simultaneously, and must be observed doing so), a second tier of assessment and marking will be put in place, with the approval of the Competitions Management Team. The marking teams must be organized to ensure that there is no compatriot marking in any circumstances. (Section 4.6 refers.)

4.6 Assessment and marking using judgement

Judgement uses a scale of 0-3. To apply the scale with rigor and consistency, judgement must be conducted using:

- benchmarks (criteria) for detailed guidance for each Aspect (in words, images, artefacts or separate guidance notes)
- the 0-3 scale to indicate:
 - 0: performance below industry standard
 - 1: performance meets industry standard
 - 2: performance meets and, in specific respects, exceeds industry standard
 - 3: performance wholly exceeds industry standard and is judged as excellent

Three Experts will judge each Aspect, normally simultaneously, and record their scores. A fourth Expert coordinates and supervises the scoring, and checks their validity. They also act as a judge when required to prevent compatriot marking. Assessment and marking by measurement

4.7 Assessment and marking using measurement

Normally three Experts will be used to assess each aspect, with a fourth Expert supervising. In some circumstances the team may organize itself as two pairs, for dual marking. Unless otherwise stated, only the maximum mark or zero will be awarded. Where they are used, the benchmarks for awarding partial marks will be clearly defined within the Aspect. To avoid errors in calculation or transmission, the CIS provides a large number of automated calculation options, the use of which is mandated.

4.8 Assessment overview

For both measurement and judgement there will be three Experts in the assessment team.

Good practice in assessment comprises measurement and judgement applied both specifically and broadly. The final proportions of measurement and judgment, whether specific or broad, will be determined by the standards, their weightings and the nature of the Test Project.

4.9 Skill Assessment Strategy

The back-office must be away from the front-office so that Competitors cannot listen to each other during the performances, thus guaranteeing the fairness of the competition.

The back-office will be settled behind front-office scenery with a (fake) wall between the two spaces so that Competitors in the back-office will not listen their colleagues

The Host Country will provide an English-speaking person to look after Competitors while back-office tests take place. Access and guidelines to the hotel reservation system (PMS) is necessary at least 3 months prior the competition.

- Front-office and back-office
- Each set of tasks will have several situations (role-plays). As an example, at the check-in the Competitor will have to make check-in to different guests. Different actors (have to be professional

actors with a good level of English) will play different characters for each situation and demonstration.

- To be able to facilitate more competition time and to make the competition more efficient, the Experts will assess several modules/tasks at the same time and in parallel. While some Competitors are in the front office for their assessment, others will be back office doing other tasks, while being assessed.
- This also means that the group of Experts will be divided, and some modules/tasks will only be assessed by half of the Expert group. There will always be one supervisor at each assessment group. 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 assessment takes place in the front office, the other Competitors wait at the Competitor's room for its turn. The Competitor's room must be well insulated so that Competitors won't listen their colleagues during the performances.

4.10 Skill Assessment Procedures

Experts are divided into assessment teams. Three experts assessing and one is supervising. The criteria may contain the following aspects:

4.10.1 Section A: Behaviour and personal presentation

- Attitude
- Posture
- Well organised
- Attentive to detail
- Efficiency
- In-depth understanding of cultural differences

4.10.2 Section B: Communication

- Written communication skills
- Verbal communication skills
- Social skills with guests
- Services promotion

4.10.3 Section C: Reception service skills

- Telephone general operations
- Check-in
- Attending guests during their stay
- Touristic information
- Attentive to details
- Extraordinary and unexpected situations at the hotel
- Check out

4.10.4 Section D: Reservation service skills

- Room reservation procedures
- Arrival/Departure procedures
- Room Allocation

4.10.5 Section E: Cashier and other administrative operations skills

- Shift turnover
- Cashier
- Billing

- Understanding the importance of sales in the reception role
- Understanding the hotels main market and their segments
- Understanding the role of security in the reception role

4.10.6 Section F: Technical equipment skills

- Telephone
- Computer (Microsoft office and Reservation System (PMS)).
- Photocopy machine
- Calculator

Judgement Marking occurs immediately after each task.

4.10.7 Example of Judgement Marking criteria:

SOCIAL SKILLS WITH GUESTS	MARKS
Smiles	1.0
Listens the guest and is helpful with him	2.0
Has a proper conversation	1.0
Exceeds guest expectations	1.5
Manifests self-confidence in dialogue	1.5
Has visual contact with guest	1.0
Uses proper gestures	1.0
Promotes hotel services	1.0

4.10.8 Example of Measurement Marking criteria:

CHECK-IN MARK	MARKS
Welcomes guest	0.5
Asks if he has a reservation	1.0
Confirms reservation at the arrival list	1.0
Ask for his identity card	1.0
Proceeds to guest registration	1.0
Verifies if the room is ready	1.0
If the room is ready delivers room key	1.0
Informs guest about room number and floor	1.0
Informs guest about localization and schedule for breakfast	0.5

CHECK-IN MARK	MARKS
Informs guest about hotel services	0.5
Wishes a nice stay	1.0
Offers help for something that guest might need	0.5

5 The Test Project

5.1 General notes

Sections 3 and 4 govern the development of the Test Project. These notes are supplementary.

Whether it is a single entity, or a series of stand-alone or connected modules, the Test Project will enable the assessment of the skills in each section of the Occupational Standards.

The purpose of the Test Project is to provide full and balanced opportunities for assessment and marking across the Occupational Standards, in conjunction with the Marking Scheme. The relationship between the Test Project, Marking Scheme and Occupational Standards will be a key indicator of quality.

The Test Project will not cover areas outside the Occupational Standards, or affect the balance of marks within the Occupational Standards other than in the circumstances indicated by Section 2.1.

The Test Project will enable knowledge and understanding to be assessed solely through their applications within practical work.

The Test Project will not assess knowledge of the EuroSkills Competition's rules and regulations.

This Technical Description will note any issues that affect the Test Project's capacity to support the full range of assessment relative to the Standard Specification. Section 2.1 refers.

5.2 Format/ structure of the Test Project

- Test Project assessed at end of Competition
- Test Project with separately assessed modules
- Test Project assessed in stages
- Series of standalone modules
- Other

If other, please specify below:

5.3 Test Project design requirements

The Test Project should:

- Be designed in a way to attract and engage spectators,
- Be based on a real hotel located in a country who has no Competitor in the skill,
- Include the Hotel Information Package.

The Hotel Information Package should:

- Contain information about the hotel (also known as Hotel Fact Sheet).
- Contain the relevant Hotel Standards Operating Procedures (SOP),

- Specify the relevant legal requirements use by the hotel,
- Specify the software's used for the purpose of the competition,
- Specify the staff grooming policy and hotel uniform.

5.4 Test Project development

The Test Project MUST be submitted using the templates provided by WSE. Use the Word template for text documents and DWG template for drawings. Please contact jordy.degroot@worldskillseurope.org for guidance.

If the Test Project is designed by an Independent Test Project designer, then the Test Project must be designed in accordance with the WSE Independent Test Project Guide v1.1.

If your Skill wishes to have an Independent Test Project designer, you must ensure that WorldSkills Europe is made aware of this, so that it can be assured that there is proper funding in place, or that the Independent Test Project designer is aware that he/she will do this task free of charge.

5.4.1 Who develops the Test Projects or modules

The Test Project / modules are developed under the supervision of:

- All Experts
- Some Experts
- Nominated Experts
- Independent Test Project designer/ Third party
- Chief Expert, Deputy Chief Expert

Add information if needed:

5.4.2 How and where is the Test Projects developed

The Test Project or modules are developed:

- Jointly on the Discussion Forum
- Independent Test Project designer
- Other:

5.4.3 When is the Test Project developed

The Test Project is developed according to the following timeline:

TIME	ACTIVITY
At the previous Competition	Cooperation with all experts the suggestions of changes were made.
6 months prior to the Competition	Independent designer will be contacted.
4 months prior to the Competition	Hotel Information Package is circulated via the WorldSkills Europe Forum.
3 months prior to the Competition	Hotel reservation system (PMS) is circulated.
At the Competition	The Test Project/modules are presented to Competitors.

5.5 Test Project validation

Test Project is validated by the third party.

5.6 Test Project selection

- By vote of Experts at the previous Competition
- By vote of Experts on the Discussion Forums
- By vote of Experts at the upcoming Competition
- By random draw by the Competition Director, three months before the current Competition
- Test Project is designed by an Independent Test Project designer, therefore there is no selection process
- Other, please specify below:

5.7 Test Project circulation

Please note that if a Test Project is known by the Chief- and/or Deputy Chief Experts, and/or any of the other Experts, it must be shared via the forums before the start of the Competition. This also means that this Test Project is subject to a 30% change before the start of the Competition.

The Test Project is circulated via the website as follows:

- Submitted to the Secretariat for circulation **XX** months before the current Competition

Not circulated

Other, please specify below:

The Hotel Information Package is circulated 4 months prior to the competition.

5.8 Test Project coordination (preparation for competition)

Coordination of the Test Project will be undertaken by:

Skill Management Team

Chief Expert

Chief Expert and Deputy Chief Expert

Chief Expert and Workshop Manager

Chief Expert with selected Experts

Chief Expert with Competition Organizer

All Experts

Other, please specify below:

5.9 Test Project change at the competition

For the Test Project the changes of 30% are not applicable. Exceptions are amendments to technical errors in the Test Project documents and to infrastructure limitations.

5.10 Material or manufacturer specifications

Specific material and/or manufacturer specifications required to allow the Competitors to complete the Test Project will be supplied by the Host Organization and are available via the forums. However, note that in some cases details of specific materials and/or manufacturer specifications may remain secret and will not be released prior to the Competition. These items may include those for fault finding modules or modules not circulated.

6 Skill management and communication

6.1 Discussion forum

Prior to the EuroSkills Competition, all discussion, communication, collaboration, and decision making regarding the Skill Competition must take place on the skill specific Discussion Forum, which can be reached via www.worldskillseurope.org. Skill related decisions and communication are only valid if they take place on the forum. The Chief Expert (or an Expert nominated by the Chief Expert) will be the moderator for this Forum. Refer to Competition Rules for the timeline of communication and competition development requirements.

6.2 Competitor information

All information for registered Competitors is available from the WorldSkills Europe website www.worldskillseurope.org. Please contact jordy.degroot@worldskillseurope.org for guidance.

The information includes:

- Competition Rules
- Technical Descriptions
- Marking Schemes
- Test Projects
- Infrastructure List
- Health and Safety documentation
- Other Competition-related information
- List of material that can be used to build templates and not been provided by the host

6.3 Test Projects and Marking Schemes

Circulated Test Projects will be available at the WorldSkills Europe website from www.worldskillseurope.org. Please contact jordy.degroot@worldskillseurope.org for guidance.

6.4 Day-To-Day management

The day-to-day management of the Skill Competition during the EuroSkills Competition is defined in the Skill Management Plan that is created by the Skill Management Team led by the Chief Expert. The Skill Management Team comprises the Jury President, Chief Expert and Deputy Chief Expert. The Skill Management Plan is progressively developed in the six months prior to the Competition and finalized at the Competition by agreement of the Experts. The Skill Management Plan can be viewed at www.worldskillseurope.org. Please contact jordy.degroot@worldskillseurope.org for guidance.

7 Skill specific safety requirements

Refer to Host Country/Region Health and Safety documentation for Host Country/Region regulations. This document will be shared via the forums. One overall Health and Safety document will be published, as well as Skill specific safety requirements.

8 Materials and equipment

8.1 Infrastructure List

The Infrastructure List details all equipment, materials and facilities provided by the Competition Organizer.

The Infrastructure Lists will be available at the WorldSkills Europe website from www.worldskillseurope.org. Please contact jordy.degroot@worldskillseurope.org for guidance.

The Infrastructure List specifies the items and quantities requested by the Experts for the next Competition. The Host Organization will progressively update the Infrastructure List specifying the actual quantity, type, brand, and model of the items.

At each Competition, the Experts must advise the Competition Manager of any increases in space and/or equipment.

At each Competition, the Technical Observer must audit the Infrastructure List that was used at that Competition.

The Infrastructure List does not include items that Competitors and/or Experts are required to bring and items that Competitors are not allowed to bring – they are specified below.

8.2 Competitors toolbox

WorldSkills Europe aims to minimize the sending of toolboxes as much as possible. We therefore ask you to keep this in mind when writing the section below. Please be advised that competitors should bring as little as possible and what they do bring **MUST** be true hand tools. Only items are allowed that would significantly affect their ability to perform the task and deliver the Test Project to a high standard.

Competitors are not allowed to send a toolbox to the Competition. All tools are provided by the Competition Organizer.

8.3 Materials, equipment and tools supplied by Competitors in their toolbox

It is not applicable for the Hotel Reception skill competition for Competitors to bring materials, equipment, and tools to the Competition.

However, they are required to bring appropriate uniforms according to the Hotel Information Package.

Competitors are allowed to bring printed materials to the Competitors room, but not to use these during the tasks.

8.4 Materials, equipment and tools supplied by the Experts

Experts are not required to bring materials, equipment, or tools. All is supplied by the Competition Organizer.

However, Experts are required to bring appropriate business attire for the duration of the competition days.

8.5 Materials, equipment and tools prohibited in the Skill area

Competitors and Experts are prohibited to bring any materials or equipment not listed in section 8.3 and section 8.4.

8.6 Proposed workshop and workstation

Workshop layouts from previous competitions are available by contacting the Competition and IT Coordinator at: jordy.degroot@worldskillseurope.org. New Workshop Layouts will be communicated via the forums when completed.

Please be advised that you will have the opportunity to discuss your Workshop Layout proposal with the Host Organization during the Competition Preparation Meetings (CPM).

For workshop layout development, please refer to the forums.

9 Skill-specific rules

Skill-specific rules cannot contradict or take priority over the Competition Rules. They do provide specific details and clarity in areas that may vary from Skill Competition to Skill Competition. This includes but is not limited to personal IT equipment, data storage devices, Internet access, procedures and workflow, and documentation management and distribution. Breaches of these rules will be solved according to the Issue and Dispute Resolution procedure including the Code of Ethics and Conduct Penalty System.

9.1.1 Personal laptops – USB – memory sticks– mobile phones

- Chief Expert, Deputy Chief Expert, Experts and Competitors are not allowed to bring personal memory devices into the workshop.
- Mobiles and other connected devices (e.g watches) are not allowed during competition hours for Competitors and they are not allowed to take in and use any electronic devices, including voice recording devices, during competition hours inside the competition area.
- Chief Expert, Deputy Chief Expert, and Experts must not use their electronic devices while assessing.

9.1.2 Personal photo cameras – video taking devices

- Chief Expert, Deputy Chief Expert, Experts and Competitors are not allowed to use personal photo and video taking devices from C-3 until C+1 if not said otherwise by the Chief or Deputy Chief Expert.

9.1.3 Communication between compatriot experts and competitors

- During the competition hours compatriot Experts and Competitors cannot communicate or have any conversations without another Expert present.
- During lunch compatriot Experts and Competitors cannot eat together, and they cannot have conversations without another Expert present, like during competition hours.

9.1.4 Competition hours

- Total competition hours are between 11-18 hours during 3 days.

10 Visitor and media engagement

Following is a list of possible ways to maximize visitor and media engagement, within the remit of the Competition Rules:

- Use of a sound system require so that visitors and the assessment team can hear the conversation between the Competitors and guests,
- The use of zones will allow ALL modules to be fully viewed each day,
- Monitors should display the time plan and the Competitors.

11 Sustainability

This Skill Competition will focus on the sustainable practices below:

This skill competition will focus on the sustainable practices below:

- Recycling
- Use of “green” materials.
- Use of completed Test Project after Competition