Technical Description

Hotel Reception

1 Introduction

1.1 Name and description of the skill competition

1.1.1 The name of the skill 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 tourism 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. 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 experience with the hotel and their satisfaction during their stay. This in turn affects the hotel's reputation and repeat business.

The Hotel Receptionist's work is more and more flexible, not limited anymore to the hotel's front desk. Hotel receptionists must be agile, adaptable, multitasking, and need to use a wide range of hard and soft skills continuously. These may include knowledge of local and general tourism information, good verbal and written English, computer literacy, good manners and grooming, excellent communication and social skills, understanding cultural diversity, ability in problem solving, competency with figures and cash handling, and in applying procedures for reservations, reception, guest services, check out and revenue management. Furthermore, they must take into consideration the importance of sustainability on their everyday practices.

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 Occupational Standards

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 hotels and their tariffs • Legal requirements of hotels regarding check-in, health and safety, discrimination, guests' property, guests' behaviour, service of alcohol, sale of goods and services, data protection • The rules in the event of an evacuation of hotels and the systems of first point of call for emergency services	

Section		Relative importance (%)
	• The facilities available for guests with disabilities • The structure, role, and requirements of front office operations within the hotel industry • Reporting structures, shift patterns and types of staff • The management of the guest cycle • The types of customer likely to use the hotel. • The commitment of the hotel to sustainable development, its policies, and the implications of these commitments and policies for work organization and self-management • The internal and external audit procedures • The company business structure and business model • How innovation and creativity can be applied in work organization and self-management to enhance the efficiency and quality of service • The principles of problem-solving in dealing with unexpected situations and challenges	
	The individual shall be able to: • Deal effectively with guest-related unexpected situations through the application of innovative problem-solving strategies • Maintain health and safety for guests, colleagues, and visitors • Identify oneself with one's organization and its goals • Hand over to the next shift ensuring that all information is passed on • Prioritize work effectively and multitask, demonstrating innovative approaches to managing workload and organizing work • Use creative thinking to enhance efficiency and service quality. • Ensure that the reception area is well presented in terms of appearance, signage, cleanliness • Apply rules and guidance relating to guests' security • Maintain guests' privacy • Apply all legislation relating to the sale and service of goods and services within hotels • Apply internal audit procedures (housekeeping, accounting, etc.) • Practise sustainable work habits and contribute to the organization's sustainability objectives	
2	**Communication and interpersonal skills**	**36**
	The individual needs to know and understand: • The importance of effective communications with guests and other departments (team members, managers) • Procedures and guidance for communicating with guests and other departments of the hotel • Barriers to effective communication and how to overcome them using creative problem-solving techniques • Hotels' policies regarding uniform and personal appearance • The importance of personal presentation	

Section	Relative importance (%)

• The importance of hotel reception areas in creating a first impression
• The use of correct titles and protocols
• The links between hotel reception functions and other departments
• The role of reception as the hub for communications between departments
• The difference in cultures, religions, genders, ethnicities
• The importance of public relations
• The role and importance of the new technologies in communication
• The importance of verbal and non-verbal communication

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, using creativity when required
• Provide accurate and comprehensive information about hotels' services and facilities
• Maintain good professional relations and communications with colleagues and suppliers
• Receive and deliver information from/to colleagues and suppliers
• Communicate effectively and in a timely manner with other departments within hotels
• Maintain good professional relations and communications with guests
• Receive and deliver information from/to guests
• 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 and personal appearance
• Be aware of and react appropriately to verbal and non-verbal communications such as body language and gestures
• Apply listening techniques effectively (i.e. active listening)
• Engage in appropriate and professional conversation
• Demonstrate self-confidence in dialogue
• Use tact and diplomacy
• Effectively resolve conflicts
• Respond to special requests
• Adjust and adapt to different cultural backgrounds (cultures, religions, genders, ethnicities, disabilities…)
• Effectively use new technologies to communicate with guests and colleagues
• Apply creativity and innovation to improve the quality of interaction
• Demonstrate problem-solving abilities in resolving communication issues
• Incorporate sustainable practices in communication and customer care

Section			Relative importance (%)
3	**Hotel reservation procedures**		3
	The individual needs to know and understand: • Room allocation procedures including software solutions • The place of central reservations within a hotel chain • Software systems used to manage hotel reservations and availability • The rate structure • The status of provisional, confirmed, and guaranteed bookings • Policies regarding deposits and procedures for taking a deposit at the point of booking • Release times for rooms • Hotels' policies regarding overbooking • All documentation used within hotels relating to reservations • Hotels' policies regarding revenue management • How to apply creative thinking to optimize revenue management. • How to problem-solve revenue management situations. • Policies relating to the use of all distribution channels available • The hotel terms and conditions • The importance and roles of the distribution partners		
	The individual shall be able to: • Take reservations in person, over the telephone, by e-mail, booking platforms or letters for individuals and groups • Take reservations via approved agents or brokers and record appropriately • Request and take deposits/prepayments according to hotels' policies • Allocate rooms according to hotels' policies and procedures • Record requests for additional services or sales to ensure delivery and appropriate charging • Apply the hotel revenue management policies, incorporating innovative strategies for optimal results • Implement problem-solving techniques in complex reservation and revenue management situations • Utilize creative thinking to enhance reservation and revenue management procedures		
4	**Checking-in procedures**		3
	The individual needs to know and understand: • Legal requirements regarding documentation and records for national and international hotel guests • Digital tools and manual systems for check-in guests • Procedures and protocols for issuing keys • Different types of traditional and electronic room keys • Hotel policies registration requirements		

Section		Relative importance (%)
	• The need and way to updating guests' profiles • Applicable privacy laws and policies • 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 • Group check-in procedures • Overbooking policies • The potential to enhance the check-in experience with new creative approaches • Problem-solving strategies for challenging check-in situations • The role of sustainable practices within the context of check-in procedures	
	The individual shall be able to: • Accept walk-in bookings based on room availability, agreeing rates and payment according to hotels' policies • Check in guests according to hotels' policies and procedures • Maintain all necessary documentation and information relating to guests • Issue room keys to guests • Provide directions to allocated rooms and information about hotel services and facilities • Request and take instructions for additional services and sales • Ensure payment instructions, monitor credit authorization to prepare for smooth check-outs • Manage guests' luggage and organize transfers according to hotels' policies • Prepare and deal efficiently with arrivals of groups • Handle efficiently overbooking and book-out situations • Assist guest with online or precheck-in • Utilize problem-solving techniques to resolve challenging check-in scenarios • Incorporate creative thinking to improve the check-in experience for guests • Incorporate sustainable practices during check-in procedures	
5	**Administration and back office procedures**	**8**
	The individual needs to know and understand: • Various types of guest recording and accounting systems including manual and computerized systems • Types of account (individual, city ledger, master accounts) • Posting charges to the guests' bills such as restaurant charges, room service, bar, paid outs • Credit control systems • Bad debts and how hotels manage them	

Section	Relative importance (%)

- How to use data including guest profiles, mailing lists, databases, accounts
- The hotel Key Performance Indicators such as room statistics, room and sleeper occupancy, average room rates, revenue management, gross operating profit
- How to access data to improve revenue using creative and innovative approaches
- General office and administrative procedures and processes
- The importance and means of security relating to handling and recording all forms of payments (cash, currencies, cards)
- The role of innovation and creativity in streamlining administration and back office procedures
- The role and benefits of sustainable practices within the context of administrative and back-office procedures

The individual shall be able to:

- Use computers and software packages
- File documents and data physically and electronically
- Handle and account for all payment methods
- Manage currency exchange as required
- Conduct general office and administrative procedures
- Calculate currency exchanges and transactions with appropriate commission according to hotels' policies
- Post charges to guests' accounts accurately
- Using systems automations available
- Maintain credit systems in line with hotels' policy
- Generate any guest related document (confirmations, letters, etc.)
- Implement problem-solving techniques in complex administrative situations
- Use innovative methods to enhance efficiency in administrative procedures
- Adopt sustainable practices where relevant in back-office operations
- Analyse the hotel KPIs

6	Sales promotion	14

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 maximizing sales and profit through innovative approaches
- The role of the hotel receptionist in promoting repeat bookings
- The impact of visual displays, promotional materials online and offline
- The role and benefits of loyalty programmes

Section	Relative importance (%)
• How to promote hotels online (website, OTA, social medias, new technologies, etc) • The role of revenue management and online distribution • The different partners and third parties used to generate sales, and their respective roles • How creative thinking and problem-solving can drive successful sales promotions • The importance and potential benefits of integrating sustainable practices into sales promotions	
The individual shall be able to: • Promote and sell hotel services and facilities to guests when making reservations, on arrival and during their stay • Maximize sales, room occupancy, room charges in line with hotels' policies and revenue management • Book additional services such as taxis, flowers, and theatre tickets on behalf of guests • Create effective promotional displays in reception areas and online using innovative designs • Respond to hotel or hotel group advertising and promotional activities • Manage price resistance using problem-solving skills • Promote and sell loyalty programmes, recognize members and ensure they receive the appropriate benefits • Apply innovative and creative strategies in sales promotions • Implement sustainable practices in sales promotions, such as minimizing waste in promotional materials	
7 Managing complaints	**8**
The individual needs to know and understand: • Hotels' complaints procedures • The scope for flexibility and conformity to the procedures • Basic techniques for investigation and analysis • The limits of personal authority • Principles underlying conflict management • Hotel's e-reputation policies • Impact of sustainable practices on customer satisfaction and potential complaints	
The individual shall be able to: • Demonstrate foresight in anticipating potential problems and complaints • Put complainants at ease, including moving to appropriate locations as required • Listen to complaints attentively, taking notes as required • Ask questions objectively and sensitively	

Section	Relative importance (%)

- Show consideration and empathy while maintaining objectivity
- Organize the notes taken, distinguishing between fact, opinion, or assumption
- Refer to hotels' procedures in order to identify options and solutions
- Apply hotels' procedures as appropriate to the situation, also considering innovative, outside-the-box solutions
- Refer matters to line managers where they go beyond their personal authority
- Check satisfaction after the recovery of service
- Manage the hotel e-reputation
- Address complaints related to sustainability efforts and improve these efforts based on customer feedback

8	Checking-out procedures	3

The individual needs to know and understand:

- Check-out times
- Billing procedures on guests' departure
- Various types of payment methods
- Procedure for accounting for advance deposits when preparing guests' bills and receiving payment
- How to account for any refunds
- Applicable taxes and how they apply to hotel bills
- Documentation relating to checking out and guests' departure
- Online and/or express check-out procedures
- Late check-out procedures and policy
- How to manage check-outs for large groups and parties
- The integration of sustainable practices into check-out procedures, including the reduction of paper use
- The impact of new technologies and innovative solutions on the check-out process

The individual shall be able to:

- Check-out guests according to hotels' policies and procedures
- Manage express check-outs and late check-outs
- Manage check-outs for large groups or parties
- Receive payments
- Account for advance deposits received by hotels and any refunds due to guests
- Apply relevant taxes appropriately
- Promote and facilitate the use of express, online or otherwise automated check-out procedures to improve efficiency and reduce environmental impact
- Adapt to new technologies and systems introduced to streamline the check-out process
- Solve issues that arise during the check-out process quickly and creatively.

Section		Relative importance (%)
	• Collect feedback on guests' experiences, including their perception of the hotel's sustainability efforts	
9	**Promotion of local attractions and culture (Tourism)**	**10**
	The individual needs to know and understand: • Cultural, historical and tourist information for the local area • Options of transportation, with a focus on eco-friendly choices • The variety of the local cuisine and local food sourcing practices • Aspects of local communications and tradition • Know how to obtain new information fast by using new technologies • Awareness of local initiatives and activities that align with the principles of sustainability • The importance of promoting local businesses to support community development • The potential advantages of promoting sustainable practices in the local area	
	The individual shall be able to: • Promote destinations through storytelling, experiences, and guidance, including sustainable and culturally enriching • experiences • Plan trips, book tickets and make reservations on behalf of guests prioritizing eco-friendly options where possible • Anticipate guests' needs and promote destinations accordingly • Assist with transportation, suggesting public or green transportation options when suitable • Research, obtain and keep information up to date • Learn by heart the most important subjects, to be able to provide guests with quick responses • Collect feedback on guests' experiences • Incorporate innovative strategies to better promote local area, using digital tools and platforms • Address problems or issues guests may encounter when exploring the local area	
	Total	**100**

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 WorldSkills Competition, in that it ties assessment to the standard that represents each skill competition, which itself represents a global occupation. It is designed to allocate marks for each assessed aspect of performance in accordance with the weightings in the Standards.

By reflecting the weightings in the Standards, the Marking Scheme establishes the parameters for the design of the Test Project. Depending on the nature of the skill competition 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 Standards, if there is no practicable alternative.

For integrity and fairness, the Marking Scheme and Test Project are increasingly designed and developed by one or more Independent Test Project Designer(s) with relevant expertise. In these instances, the Marking Scheme and Test Project are unseen by Experts until immediately before the start of the skill competition, or competition module. Where the detailed and final Marking Scheme and Test Project are designed by Experts, they must be approved by the whole Expert group prior to submission for independent validation and quality assurance. Please see the Competition Rules for further details.

Experts and Independent Test Project Designers are required to submit their Marking Schemes and Test Projects for review, verification, and validation well in advance of completion. They are also expected to work with their Skill Advisor, reviewers, and verifiers, throughout the design and development process, for quality assurance and in order to take full advantage of the CIS's features.

In all cases a draft Marking Scheme must be entered into the CIS at least eight weeks prior to the Competition. Skill Advisors actively facilitate this process.

4.2 Assessment criteria

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

Assessment Criteria are created by the person or people developing the Marking Scheme, who are free to define the 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 Assessment Criteria, the allocation of marks, and the assessment methods, should not be set out within this Technical Description. This is because the Criteria, allocation of marks, and assessment**

methods all depend on the nature of the Marking Scheme and Test Project, which is decided after this Technical Description is published.

The Mark Summary Form generated by the CIS will comprise a list of the Assessment Criteria and Sub 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 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 WorldSkills marking form. Each marking form (Sub Criterion) contains Aspects to be assessed and marked by Measurement or Judgement, or both Measurement and Judgement.

Each marking form (Sub Criterion) specifies both the day on which it will be marked, and the identity of the marking team.

4.4 Aspects

Each Aspect defines, in detail, a single item to be assessed and marked, together with the marks, and detailed descriptors or instructions as a guide to marking. Each Aspect is assessed either by Measurement or by Judgement.

The marking form lists, in detail, every Aspect to be marked together with the mark allocated to it. The sum of the marks allocated to each Aspect must fall within the range of marks specified for that section of the Standards. 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 4.1 refers.)

		CRITERIA								TOTAL MARKS PER SECTION	WSSS MARKS PER SECTION	VARIANCE
		A	B	C	D	E	F	G	H			
STANDARDS SPECIFICATION SECTION	1	5.00								5.00	5.00	0.00
	2		2.00					7.50		9.50	10.00	0.50
	3								11.00	11.00	10.00	1.00
	4			5.00						5.00	5.00	0.00
	5				10.00	10.00	10.00			30.00	30.00	0.00
	6		8.00	5.00				2.50	9.00	24.50	25.00	0.50
	7			10.00				5.00		15.00	15.00	0.00
TOTAL MARKS		5.00	10.00	20.00	10.00	10.00	10.00	15.00	20.00	100.00	100.00	2.00

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 Committee 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 rigour and consistency, Judgement must be conducted using:

• benchmarks (criteria) for detailed guidance for each Aspect (in words, images, artefacts, or separate guidance notes). This is documented in the Standards and Assessment Guide.
• 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.

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

Decisions regarding the choice of criteria and assessment methods will be made during the design of the competition through the Marking Scheme and 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 circulation in the workshop area must prevent competitors from seeing the situations (role plays) taking place in advance.

Each role play may have several situations (different guests). Actors are playing guests.

The competitors are occupied all along the competition time with various tasks including front office and back office.

Judgement marking and Measurement marking occurs immediately after each module.

4.10 Skill Assessment Procedures - Mark distribution

This section defines the assessment criteria and the number of marks (judgement and measurement) awarded. The total number of marks for all assessment criteria must be 100. The table below is advisory only for the development of the Test Project and Marking Scheme.

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

Behaviour and personal presentation

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

Communication

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

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

Reservation service skills

• Room reservation procedures
• Arrival/Departure procedures
• Room Allocation

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

Technical equipment skills

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

Judgement Marking occurs immediately after each task.

Example of Judgement Marking criteria:

Overall extraordinary situation handling

0	Panic: doesn't deal with the situation
1	Slight panic, forget about the customer in front of him while dealing with situation
2	Stay calm, apologies to customer in front
3	Stay calm, apologies to customer in front, show consideration and empathy to customer on the phone

[Guest XXX] complaint handling

0	Doesn't apologies
1	Apologies without further explanation
2	Apologies with explanation (room is booked)
3	Apologies, show consideration and empathy, offers alternatives

Example of Measurement Marking criteria:

Exemple of Check-in criteria

[Guest XXX] Show/Bring the customer to the room without being asked	YES=1 / NO=0
[Guest XXX] Present 2 hotel services (breakfast, wifi, spa, bar, restaurant, etc)	YES=1 / NO=0
[Guest XXX] Present 3 or more elements of the room	YES=1 / NO=0
[Guest XXX] Ask if the guest is satisfied with the room	YES=1 / NO=0
[Guest XXX] Ask if the guest needs anything else	YES=1 / NO=0
[Guest XXX] Remind the guest how he can contact the front desk	YES=1 / NO=0

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 with separately assessed modules

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 (when known)

The Test Project is designed in a series of both stand-alone and connected modules. There are different types of modules that repeat during the competition: front office, back office, speed modules, and group modules.
Each type is repeated a number of time. Some modules are stand-alone. Some are connected. For example: a guest coming to check-in on C1 during a front office module may come back on C3 during a mixed module to ask for local recommendations and then be discussed during a shift handover in an group module.

• Front office module

The Competitor is at the front desk of the hotel. They will have to deal with real life situations a receptionist can face while on duty. Actors are impersonating hotel guest and staff.

• Back-office module

The Competitor is at the back office with or without the use of a computer, internet, or PMS system. They will perform administration tasks that are usually required in real life situations. These tasks may be related to one or more front office situations.

• Speed module

All Competitors at the same time must perform one or more tasks, or answer questions in relation to their knowledge of the hotel, its procedures, and its surroundings.

• Group modules

In groups Competitors will lead and/or participate in a meeting. In real life situation, hotels have many meeting every day: daily briefings, handovers between shifts, interviews, appraisals, etc.

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:

• Independent Test Project designer/ Third party

5.4.2 How and where is the Test Projects or modules developed

The Test Project or modules are developed in the following manner:

• The Test Project is developed by an Independent Test Project designer

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.
12 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 and Experts.

5.5 Test Project validation

Test Project is validated by the third party.

5.6 Test Project selection

- Test Project is designed by an Independent Test Project designer, therefore there is no selection process
- Or alternatively, experts must develop the different scenarios and actors briefs. This so no one expert has access to all the scenarios. A selection process will occur if more than one expert creates the same scenario.

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:

- Not circulated

5.8 Test Project coordination (preparation for competition)

Coordination of the Test Project will be undertaken by:

- ITPD and Workshop Manager or for alternative approach it can be the Expert that has created the scenario withthe Workshop Manager

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.

Not applicable.

5.11 Software specifications

The Property Management System is communicated latest 3 months prior to the competition.

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
• Test Projects
• Infrastructure List
• EuroSkills Health, Safety, and Environment Policy and Regulations
• Other Competition-related information

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

7.1 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 therefor 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 supply appropriate uniforms according to the Hotel Information Package.

8.4 Materials, equipment and tools supplied by the Experts

not applicable

8.5 Materials, equipment and tools prohibited in the Skill area

Competitors and Experts are prohibited to bring any materials or equipment

8.6 Workshop Layout

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 Skills Development Workshop (SDW) and the Competition Preparation Meetings (CPM).

For workshop layout development, please refer to the forums.

9 Skill-specific rules

9.1 Introduction

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.

9.2 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.

9.3 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.

9.4 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. The communication language is English.

9.5 Other

Use of existing online accounts

- During modules where Competitors use a computer, they are prohibited from connecting to any existing online account, whether personal or professional. This includes, but is not limited to, email accounts, cloud storage, and any free or paid SAAS solutions. Should they wish to use such services, they are required to create a new account.

Drawings, printed information

• Chief Expert, Experts and Competitors are not allowed to bring drawings or printed materials into the workshop.

Competition hours

• Total competition hours are between 14-18 hours during 3 days.

10 Visitor and media engagement

10.1 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

11.1 Sustainability

This Skill Competition will focus on the sustainable practices below:

• Recycling
• Use of "green" materials.
• Use of completed Test Project after Competition