

Technical Description  
Hotel Reception  
Social and Personal Services



WorldSkills International, by a resolution of the Competitions Committee and in accordance with the Constitution, the Standing Orders and the Competition Rules, has adopted the following minimum requirements for this skill for the WorldSkills Competition.

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# 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).

Globalization, social and demographic changes and the evolution in transport are decisive factors in driving a rapid growth in the tourism industry and travel for business. Travel and tourism therefore plays an important role in social and economic growth throughout the world.

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.

If the Hotel Receptionist possesses these skills and uses them well, the scope for promotion and mobility is great. This is a truly international and global occupation in an open and fluid part of the service sector.

### 1.1.3 Number of Competitors per team

Hotel Reception is a single Competitor skill competition.

### 1.1.4 Age limit of Competitors

The Competitors must not be older than 22 years in the year of the Competition.

## 1.2 THE RELEVANCE AND SIGNIFICANCE OF THIS DOCUMENT

This document contains information about the standards required to compete in this skill competition, and 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:

- WSI – Competition Rules
- WSI – WorldSkills Standards Specification framework
- WSI – WorldSkills Assessment Strategy
- WSI Online resources as indicated in this document
- WorldSkills Health, Safety, and Environment Policy and Regulations

## 2 THE WORLDSKILLS STANDARDS SPECIFICATION (WSSS)

### 2.1 GENERAL NOTES ON THE WSSS

The WSSS 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 ([www.worldskills.org/WSSS](http://www.worldskills.org/WSSS)).

The skill competition is intended to reflect international best practice as described by the WSSS, and to the extent that it is able to. The Standards Specification 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 only be separate tests of knowledge and understanding where there is an overwhelming reason for these.

The Standards Specification is 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 Standards Specification. This is often referred to as the "weighting". 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 Standards Specification. They will reflect the Standards Specification 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 Standards Specification to the extent practically possible. A variation of five percent is allowed, provided that this does not distort the weightings assigned by the Standards Specification.

## 2.2 WORLDSKILLS STANDARDS SPECIFICATION

SECTION		RELATIVE IMPORTANCE (%)
<b>1</b>	<b>Work organization and self-management</b>	<b>15</b>
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> <li>the services and facilities offered by the hotel and their tariffs</li> <li>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</li> <li>the facilities available for guests with disabilities</li> <li>the structure, role and requirements of front office operations within the hotel industry</li> <li>reporting structure, shift patterns and types of staff</li> <li>management of the guest cycle</li> <li>types of customer likely to use the hotel.</li> </ul>	
	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> <li>deal effectively with unexpected situations</li> <li>maintain health and safety for guests, colleagues and visitors</li> <li>identify oneself with the organization and its goals</li> <li>hand over to the next shift ensuring that all information is passed on</li> <li>prioritise work effectively</li> <li>ensure that the reception area is well presented in terms of; appearance, signage, cleanliness</li> <li>apply rules and guidance relating to guest's security</li> <li>apply rules in the event of an evacuation of the hotel and be the first point of call for emergency services</li> <li>maintain guest's privacy</li> <li>apply all legislation relating to the sale and service of goods and services within the hotel</li> </ul>	
<b>2</b>	<b>Communication, customer care, and interpersonal skills</b>	<b>30</b>
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> <li>the importance of effective communications with guests</li> <li>procedures and guidance for communicating with guests of the hotel</li> <li>barriers to effective communication and how to overcome them</li> <li>links between the hotel reception and other departments and the role of reception as the hub for communications between departments</li> <li>the hotel's policy regarding uniform and personal appearance</li> <li>the importance of personal presentation</li> <li>the importance of the hotel reception area to create a first impression</li> </ul>	

	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> <li>• welcome, attend to and communicate with all guests depending on guest type and/or situation, including those with disabilities and communication difficulties</li> <li>• provide accurate and comprehensive information about the hotel's services and facilities</li> <li>• provide tourist information to guests</li> <li>• maintain good professional relations and communications with guests, colleagues and suppliers</li> <li>• receive and deliver information from/to guests, colleagues and suppliers</li> <li>• make and receive telephone calls and e-mails</li> <li>• attend guests during stay and ensure their satisfaction</li> <li>• maintain excellent personal presentation, abiding by the rules of the establishment regarding uniform, name badge and personal appearance</li> <li>• be aware of and react appropriately to non-verbal communications such as body language and gestures</li> <li>• apply listening techniques effectively</li> <li>• engage in appropriate and professional conversation</li> <li>• demonstrate self-confidence in dialogue</li> <li>• communicate effectively and in a timely manner with other departments within the hotel</li> <li>• demonstrate tact and diplomacy</li> <li>• respond to special requests</li> </ul>	
<b>3</b>	<b>Hotel reservation procedures</b>	<b>9</b>
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> <li>• room allocation procedures including; density chart, conventional chart, software solutions</li> <li>• the place of central reservations within a hotel chain</li> <li>• software systems used to record hotel reservations</li> <li>• types and range of tariffs</li> <li>• the status of provisional, confirmed and guaranteed bookings</li> <li>• policy regarding deposits and the procedure for taking a deposit at the point of booking</li> <li>• release times for rooms</li> <li>• the hotel's policy regarding overbooking</li> <li>• all documentation used within the hotel relating to reservations</li> <li>• the hotel's policy regarding yield management</li> <li>• the policy relating to the use of agents or brokers</li> </ul>	
	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> <li>• take an individual reservation in person, over the telephone, by e-mail, fax or letter</li> <li>• take group reservation by telephone, e-mail, fax or letter</li> <li>• take reservations via approved agents or brokers and record appropriately</li> <li>• accept chance bookings based on room availability, agreeing tariff and payment according to the hotel's policy</li> <li>• request and take deposits according to the hotel's policy</li> <li>• allocate rooms according to the hotel's policy and procedure</li> <li>• record requests for additional services or sales to ensure delivery and appropriate charging</li> <li>• use software packages to make and record reservation details</li> </ul>	

4	Checking-in procedures	3
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> <li>• legal requirements regarding documentation and records for national and international hotel guests</li> <li>• electronic and manual systems for checking-in guests</li> <li>• procedures and protocols for issuing keys</li> <li>• different types of traditional and electronic room keys</li> <li>• registration requirements</li> <li>• the function and updating of guest's history</li> <li>• usual guest requests such as early morning calls, newspapers, breakfast, room service</li> <li>• automated check-in procedures</li> <li>• procedures for dealing with guests' luggage, belongings and car parking</li> </ul>	
	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> <li>• check in guests according to the hotel's policy and procedure</li> <li>• maintain all necessary documentation and information relating to guests</li> <li>• issue room keys to guests</li> <li>• provide directions to allocated room and information about hotel services and facilities</li> <li>• request and take instructions for additional services and sales</li> <li>• ensure payment to prepare for a smooth check-out</li> <li>• advise on transferring guests' luggage to rooms and organise transfers according to the hotel's policy</li> </ul>	
5	Administration and back office procedures	8
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> <li>• various types of guest recording and accounting systems including manual (tabular ledger) and computerised systems</li> <li>• types of account</li> <li>• posting charges to the guest's bill such as restaurant charges, room service, bar, VPO</li> <li>• credit control systems</li> <li>• bad debts and how the hotel manages them</li> <li>• how to interpret data including guest histories, mailing lists, databases, accounts,</li> <li>• room statistics; room and sleeper occupancy, average room rates, room yield, gross operating profit</li> <li>• how to access data on and improve revenue, promotions, discounts, forecasting, trends, strategies</li> <li>• general office and administrative procedures and processes including filing, word processing, databases, photocopying and maintenance of records</li> <li>• the importance and means of security relating to handling and recording cash and cash equivalents</li> </ul>	



	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> <li>• use computers and usual office software effectively</li> <li>• file documents and data physically and electronically</li> <li>• handle and account for cash and cash equivalents</li> <li>• manage currency exchange as required</li> <li>• conduct general office and administrative procedures such as filing, word processing, databases, photocopying and maintenance of records</li> <li>• calculate currency exchanges and transactions with appropriate commission</li> <li>• post charges to guest's accounts accurately</li> <li>• maintain credit systems in line with hotel policy</li> </ul>	
<b>6</b>	<b>Sales promotion</b>	<b>14</b>
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> <li>• the range and purpose of promotional activities used by hotels and hotel groups</li> <li>• the role of the hotel receptionist in promoting and maximizing sales and profit</li> <li>• the role of the hotel receptionist in promoting repeat bookings</li> <li>• the impact of visual displays and promotional material</li> </ul>	
	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> <li>• promote and sell hotel services and facilities to guests on arrival and during their stay</li> <li>• maximize sales, room occupancy, room charges in line with hotel policy and yield management</li> <li>• book additional services such as taxis, flowers and theatre tickets on behalf of guests</li> <li>• create effective promotional displays in the reception area</li> <li>• respond to hotel or hotel group advertising and promotional activities</li> </ul>	
<b>7</b>	<b>Managing complaints</b>	<b>8</b>
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> <li>• the hotel's complaints procedures</li> <li>• the scope for flexibility and conformity to the procedures</li> <li>• basic techniques for investigation and analysis</li> <li>• the limits of personal authority</li> <li>• principles underlying conflict management</li> </ul>	
	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> <li>• demonstrate foresight in anticipating potential problems and complaints</li> <li>• put the complainant at ease, including moving to an appropriate location is required</li> <li>• listen to complaints attentively, taking notes as required</li> <li>• ask questions objectively and sensitively</li> <li>• show consideration and empathy while maintaining objectivity</li> <li>• organize the notes taken, distinguishing between fact and opinion or assumption</li> <li>• refer to the hotel's procedures in order to identify options and solutions</li> <li>• apply the hotel's procedures as appropriate to the situation</li> <li>• refer the matter to one's line manager where it goes beyond one's personal authority</li> </ul>	

8	Checking-out procedures	3
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> <li>• check-out times</li> <li>• billing procedures on guest's departure</li> <li>• various types of payment method: <ul style="list-style-type: none"> <li>• cash</li> <li>• foreign currency</li> <li>• cheques</li> <li>• travellers' cheques</li> <li>• debit and credit cards</li> <li>• company accounts</li> </ul> </li> <li>• procedure for accounting for advance deposits when preparing guest's bill and receiving payment</li> <li>• how to account for any refunds</li> <li>• sales taxes and how they apply to hotel bills</li> <li>• documentation relating to checking-out and guest's departure</li> <li>• express check-out procedures</li> <li>• late check-out procedures and policy</li> <li>• how to manage check-outs for large groups and parties</li> </ul>	
	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> <li>• check-out guests according to the hotel's policy and procedure</li> <li>• manage express check-out and late check-out</li> <li>• manage check-out for large groups or parties</li> <li>• receive payments: <ul style="list-style-type: none"> <li>• cash</li> <li>• foreign currency</li> <li>• cheque</li> <li>• credit and debit card</li> <li>• company accounts</li> <li>• split bills</li> </ul> </li> <li>• account for advance deposits received by the hotel and any refunds due to the guest</li> <li>• apply sales taxation appropriately</li> </ul>	
9	Promotion of local attractions and culture (tourism)	10
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> <li>• cultural, historical and tourist information for the local area</li> <li>• options of public transportation</li> <li>• the local cuisine</li> <li>• aspects of local communications and tradition</li> <li>• know how to obtain new information fast by using the internet</li> </ul>	

	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> <li>• promote the local area, region and country through storytelling, experiences and guidance</li> <li>• plan trips, book tickets and make reservations on behalf of the guest</li> <li>• understand guests needs and promote accordingly</li> <li>• assist in transportation</li> <li>• perform research to obtain information and keep information up to date</li> <li>• learn by heart the most important subject to be able to provide guest with quick response</li> <li>• collect feedback on the guest experiences</li> </ul>	
	<b>Total</b>	<b>100</b>

## 3 THE ASSESSMENT STRATEGY AND SPECIFICATION

### 3.1 GENERAL GUIDANCE

Assessment is governed by the WorldSkills Assessment Strategy. The Strategy establishes the principles and techniques to which WorldSkills assessment and marking must conform.

Expert assessment practice lies at the heart of the WorldSkills 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 WorldSkills Competition: the Marking Scheme, Test Project, and Competition Information System (CIS).

Assessment at the WorldSkills Competition falls into two broad types: measurement and judgement. For both types of assessment the use of explicit benchmarks against which to assess each Aspect is essential to guarantee quality.

The Marking Scheme must follow the weightings within the Standards Specification. The Test Project is the assessment vehicle for the skill competition, and also follows the Standards Specification. 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 Standards Specification and the Assessment Strategy. They will be agreed by the Experts and submitted to WSI for approval together, in order to demonstrate their quality and conformity with the Standards Specification.

Prior to submission for approval to WSI, the Marking Scheme and Test Project will liaise with the WSI 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 standards that represent the skill. It is designed to allocate marks for each assessed aspect of performance in accordance with the weightings in the Standards Specification.

By reflecting the weightings in the Standards Specification, 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 Standards Specification, 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 designer for the development of the Marking Scheme and Test Project. Please see the Rules for further details.

Experts and independent designers are required 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 a draft 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.

### 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 Standards Specification; 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 as a whole must reflect the weightings in the Standards Specification.

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). It is advisable not to specify either the Assessment Criteria, or the allocation of marks, or the assessment methods, within this Technical Description.

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 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) specified 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, or instructions for how the marks are to be awarded. Aspects are assessed either by measurement or 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 skill in 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 4.1)

TOTAL MARKS	STANDARDS SPECIFICATION SECTION	CRITERIA								TOTAL MARKS PER SECTION	WSSS MARKS PER SECTION	VARIANCE	
			A	B	C	D	E	F	G	H			
		1	5.00								5.00	5.00	0.00
		2		2.00					7.50		7.50	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
			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, in all circumstances. The marking teams must be organized to ensure that there is no compatriot marking in any circumstances. (See 4.6.)

## 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)
- 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, with a fourth to coordinate the marking and acting as a judge to prevent compatriot marking.

## 4.7 ASSESSMENT AND MARKING USING MEASUREMENT

Three Experts will be used to assess each aspect. 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.

## 4.8 THE USE OF MEASUREMENT AND JUDGEMENT

Decisions regarding the selection of criteria and assessment methods will be made during the design of the competition through the Marking Scheme and Test Project.

## 4.9 COMPLETION OF SKILL ASSESSMENT SPECIFICATION

To be discussed and agreed by the Experts on the Discussion Forum

## 4.10 SKILL ASSESSMENT PROCEDURES

The criteria may contain the following aspects:

Section A: Behaviour and personal presentation

- Attitude
- Posture
- Well organized
- Attentive to detail
- Efficiency
- In-depth understanding of cultural differences
- Ability to show drive

Section B: Communication

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

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

Section D: Reservation service skills

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

#### Section E: Cashier and other administrative operations skills

- Currency exchange
- 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

#### Section F: Technical equipment skills

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

Assessment by judgement occurs immediately after each task.

#### Example of judgement marking criterions:

<b>Social skills with guests</b>	<b>Marks</b>
Smiles	1
listens the guest and it's helpful with him	2
has a proper conversation	1
exceeds guest expectations	1.5
manifests self-confidence in dialogue	1.5
has visual contact with guest	1
uses proper gestures	1
promotes hotel services	1

#### Example of measurement marking criterions:

<b>Check-in</b>	<b>Marks</b>
Welcomes guest	0.5
Asks if he has a reservation	1
Confirms reservation at the arrival list	1
Ask for his identity card	1
Proceeds to guest registration	1
Verifies if the room is ready	1
If the room is ready delivers room key	1
Informs guest about room number and floor	1
Informs guest about localization and schedule for breakfast	0.5
Informs guest about hotel services	0.5
Wishes a nice stay	1
Offers help for something that guest might need	0.5

Back-office location has to be situated away from front-office so that competitors can't listen to each other during the performances, thus guaranteeing the fairness of the competition.

will be settled behind front-office scenery with a fake wall between the two spaces so that competitors at the back-office won't listen their colleagues

The host country will provide an English-spoken person to look after competitors while back-office tests take place.



## 5 THE TEST PROJECT

### 5.1 GENERAL NOTES

Sections 0 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 WSSS.

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

The Test Project will not cover areas outside the Standards Specification, or affect the balance of marks within the Standards Specification other than in the circumstances indicated by Section 2.

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 WorldSkills 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 Standards Specification. Section 2.1 refers.

### 5.2 FORMAT/STRUCTURE OF THE TEST PROJECT

The Test Project has separately assessed modules

### 5.3 TEST PROJECT DESIGN REQUIREMENTS

The Test Project should be designed in a way to attract and engage spectators.

#### Front-office

Each set of tasks will have several situations. As an example at the check-in the competitor will have to make check-in to different guests. Three actors 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 competitor will assess several modules / tasks at the same time and in parallel. While some competitors are in the front office for their assessment, other will be back office doing other task, 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 CE and DCE at each assessment group.

Competitors will have time for familiarisation 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.

## Module 1

Thursday Morning

### 1.1 Room Reservation – Front Office

Telephone and computer. Answering reservation requests by telephone.

### 1.2 Room Reservation – Back Office

Computer and a written room-request. Answering reservation request by e-mail.

## Module 2

Thursday Afternoon

### 2.1 Front Desk – Check-in, attending guests during stay, tourist information

### 2.2 Back Office – Check arrival list, special comments / demands, room allocation

## Module 3

Friday Morning

### 3.1 Front Desk – Attending guests during stay, tourist information

### 3.2 Back Office – Write log in electronic log book

## Module 4

Friday Afternoon

### 4.1 Front Desk – Tourist Information, unexpected situations

### 4.2 Back Office – Write personal greeting for Frequent Guest

## Module 5

Saturday Morning

### 5.1 Front Desk – Check Out, attending guests during stay, tourist information

### 5.2 Back Office – Replying a complaint from a guest

## Back-office

Module 2: Room reservation procedures

- Task 2.2. - Answering individual reservation requests through e-mail or fax
- Task 2.3. - Answering group reservation requests through e-mail or fax
- Task 2.4. - Individual reservations - planning
- Task 2.5. - Group reservations - planning

Module 5: Touristic information

- Task 5.2. - Answering informative requests through e-mail or fax

Module 7: Cashier and other administrative operations

- Task 7.2. - Billing guests accounts

## 5.4 TEST PROJECT DEVELOPMENT

The Test Project MUST be submitted using the templates provided by WorldSkills International ([www.worldskills.org/expertcentre](http://www.worldskills.org/expertcentre)). Use the Word template for text documents and DWG template for drawings.

### 5.4.1 Who develops the Test Project or modules

The Test Project is developed by all Experts.

### 5.4.2 How and where is the Test Project or modules developed

The Test Project modules are developed jointly on the Discussion Forum.

### 5.4.3 When is the Test Project developed

The Test Project is developed according to the following timeline:

TIME	ACTIVITY
Six (6) months before the Competition	The Test Project is developed jointly on the discussion.
Three (3) months before the Competition	The Test Project is agreed by vote of the Experts on the Discussion Forum
Three (3) months before the Competition	The Test Project is submitted to the Secretariat for circulation on the website.

## 5.5 TEST PROJECT VALIDATION

Not applicable

## 5.6 TEST PROJECT SELECTION

The Test Project is agreed by vote of the Experts on the Discussion Forum 3 months prior to the Competition

## 5.7 TEST PROJECT CIRCULATION

The Test Project is circulated via the website as follows:

Three months prior to the Competition.

## 5.8 TEST PROJECT COORDINATION (PREPARATION FOR COMPETITION)

The Test Project is coordinated by the Chief Expert and Deputy Chief Expert.

## 5.9 TEST PROJECT CHANGE AT THE COMPETITION

30% change will be made to the content of the Test Project at the Competition.

## 5.10 MATERIAL OR MANUFACTURER SPECIFICATIONS

Specific material and/or manufacturer specifications required to allow the Competitor to complete the Test Project will be supplied by the Competition Organizer and are available from [www.worldskills.org/infrastructure](http://www.worldskills.org/infrastructure) located in the Expert Centre.

Not applicable.

## 6 SKILL MANAGEMENT AND COMMUNICATION

### 6.1 DISCUSSION FORUM

Prior to the Competition, all discussion, communication, collaboration, and decision making regarding the skill competition must take place on the skill specific Discussion Forum (<http://forums.worldskills.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 Competitor Centre ([www.worldskills.org/competitorcentre](http://www.worldskills.org/competitorcentre)).

This information includes:

- Competition Rules
- Technical Descriptions
- Mark Summary Form (where applicable)
- Test Projects (where applicable)
- Infrastructure List
- WorldSkills Health, Safety, and Environment Policy and Regulations
- Other Competition-related information

### 6.3 TEST PROJECTS [AND MARKING SCHEMES]

Circulated Test Projects will be available from [www.worldskills.org/testprojects](http://www.worldskills.org/testprojects) and the Competitor Centre ([www.worldskills.org/competitorcentre](http://www.worldskills.org/competitorcentre)).

### 6.4 DAY-TO-DAY MANAGEMENT

The day-to-day management of the skill during the Competition is defined in the Skill Management Plan that is created by the Skill Management Team led by the Skill Competition Manager. The Skill Management Team comprises the Skill Competition Manager, 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 in the Expert Centre ([www.worldskills.org/expertcentre](http://www.worldskills.org/expertcentre)).

## 7 SKILL-SPECIFIC SAFETY REQUIREMENTS

Refer to WorldSkills Health, Safety, and Environment Policy and Regulations for Host country or region regulations.

## 8 MATERIALS AND EQUIPMENT

### 8.1 INFRASTRUCTURE LIST

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

The Infrastructure List is available at [www.worldskills.org/infrastructure](http://www.worldskills.org/infrastructure).

The Infrastructure List specifies the items and quantities requested by the Experts for the next Competition. The Competition Organizer will progressively update the Infrastructure List specifying the actual quantity, type, brand, and model of the items. Items supplied by the Competition Organizer are shown in a separate column.

At each Competition, the Experts must review and update the Infrastructure List in preparation for the next Competition. Experts must advise the Director of Skills Competitions 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

Competitors do not bring a toolbox to the Competition.

### 8.3 MATERIALS, EQUIPMENT, AND TOOLS SUPPLIED BY COMPETITORS IN THEIR TOOLBOX

Each Competitor must be dressed appropriately to work at the Hotel Reception.

Men: dark suit, long sleeved shirt, tie, belt, dark socks, dark shoes shined without any fantasy, identification of the competition on the chest. Short and clean nails, short hair or caught, shaved, clean and tidy.

Women: dark suit with pants or skirt, long-sleeved shirt, scarf, transparent tights or stockings, dark shoes shined without fantasy, identification of the competition on the chest. Clean and arranged

Nails, short hair (until the chin) or caught, light make up, small earrings, no rings (except wedding ring) and necklaces, clean and tidy.

All the material and equipment needed in the Competition will be provided by the Competition Organizer. Competitors don't need to bring any other material besides the uniform.

Competitors are allowed to bring the following tools:

- English Dictionary - paper copy
- Any printed materials and or hand written notes such as:
  - Maps
  - Notes on touristic information
  - Notes about hotel
  - Other facts about country, culture, language, cuisine, and so on.

## 8.4 MATERIALS, EQUIPMENT, AND TOOLS SUPPLIED BY EXPERTS

Not applicable

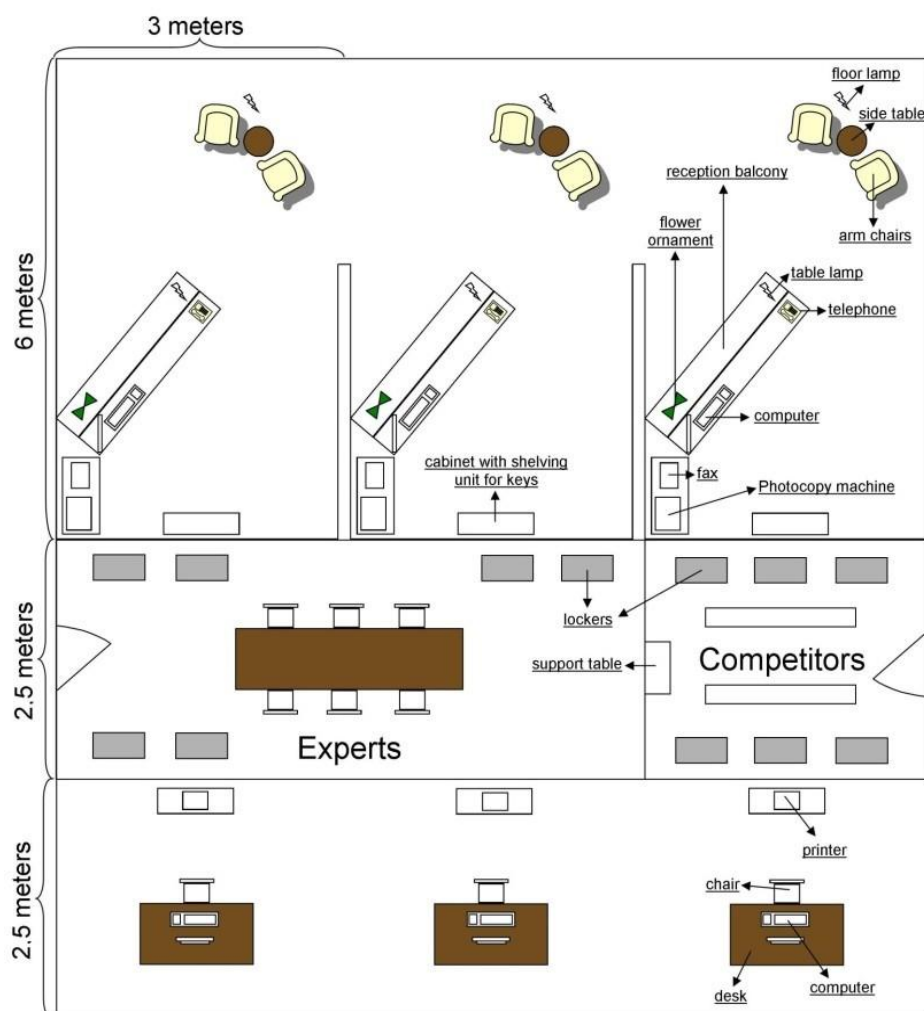
## 8.5 MATERIALS AND EQUIPMENT PROHIBITED IN THE SKILL AREA

All the material not mentioned above or in the infrastructure list is prohibited in the skill area and waiting room.

## 8.6 PROPOSED WORKSHOP AND WORKSTATION LAYOUTS

Workshop layouts are available at [www.worldskills.org/sitelayout](http://www.worldskills.org/sitelayout).

Example workshop layout:





## 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 work flow, and documentation management and distribution.

TOPIC/TASK	SKILL-SPECIFIC RULE
	<p>Competitors are allowed to bring the following tools:</p> <ul style="list-style-type: none"> <li>• English Dictionary - paper copy</li> <li>• Any printed materials and or hand written notes such as:</li> <li>• Maps</li> <li>• Notes on touristic information</li> <li>• Notes about hotel</li> <li>• Other facts about country, culture, language, cuisine and so on.</li> </ul>
Use of technology – USB, memory sticks	<ul style="list-style-type: none"> <li>• Not allowed for Experts and Competitor except CE and DCE</li> </ul>
Use of technology – personal cameras	<ul style="list-style-type: none"> <li>• Not allowed from C-4 until C1 for all</li> </ul>
Tools/infrastructure	<ul style="list-style-type: none"> <li>• Based on the Competition Rules and Technical Description</li> </ul>
Templates, aids, etc.	<ul style="list-style-type: none"> <li>• Templates/pattern and prepared parts of it are not allowed at all</li> </ul>
Drawings, recording information	<ul style="list-style-type: none"> <li>• Not allowed for all</li> </ul>
Health, Safety and Environment	<ul style="list-style-type: none"> <li>• All respect the WorldSkills and Host Country standard rules</li> </ul>
Assessment	<ul style="list-style-type: none"> <li>• Not allowed to all to make copies and to take out any documents and devices from C-4 until C4</li> </ul>
Test Project	<ul style="list-style-type: none"> <li>• Not allowed to all to make copies and to take out any documents and devices from C-4 until C4</li> </ul>
Lunch	<ul style="list-style-type: none"> <li>• During lunch Experts and competitors cannot eat together and they cannot have conversations without another Experts present, like during competition hours.</li> </ul>
Fault finding	<ul style="list-style-type: none"> <li>• Since our skill the way it is built up, we have fault finding which means that Experts cannot give any information about the competition to the competitors, since this will give them an advantage.</li> </ul>

## 10 VISITOR AND MEDIA ENGAGEMENT

Following is a list of possible ways to maximize visitor and media engagement:

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

# 11 SUSTAINABILITY

This skill competition will focus on the sustainable practices below:

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

## 12 REFERENCES FOR INDUSTRY CONSULTATION

WorldSkills is committed to ensuring that the WorldSkills Standards Specifications fully reflect the dynamism of internationally recognized best practice in industry and business. To do this WorldSkills approaches a number of organizations across the world that can offer feedback on the draft Description of the Associated Role and WorldSkills Standards Specification on a two-yearly cycle.

In parallel to this, WSI consults three international occupational classifications and databases:

- ISCO-08: (<http://www.ilo.org/public/english/bureau/stat/isco/isco08/>)
- ESCO: (<https://ec.europa.eu/esco/portal/home> )
- O\*NET OnLine ([www.onetonline.org/](http://www.onetonline.org/))