



# Sample Test Project

**Zonal Skill Competition**

**Skill 56- Hotel Reception**

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## Section - A

### *A. Preface*

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#### **Skill Explained:**

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 play 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.

**Eligibility Criteria (for IndiaSkills 2019 and WorldSkills 2021):**

Competitors born on or after 01 Jan 1999 are only eligible to attend the Competition.

**Total Duration: 4 Hours**

## Section - B

### B. Test Project

#### **MODULE- CHECK-IN - FRONT OFFICE/BACK OFFICE**

<b>10:00</b>	Competitor & Module briefing
<b>10:20</b>	Performance of Check-In, Attending Guests During the Stay
<b>11:00</b>	Evaluation by Judges
<b>11:30</b>	Handling Guest Complaints
<b>12:00</b>	Lunch Break
<b>13:00</b>	Providing Tourist Information & Handling Unexpected Situations at Front Desk
<b>14:00</b>	Performance of Guest Check-Out
<b>15:00</b>	Evaluation by Judges and Feedback
<b>16:00</b>	Competitor Debrief

## Section – C

## C. Marking Scheme

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**Marking Scheme:** The Assessment is done by awarding points by adopting two methods, Measurement and Judgments

- Measurement –One which is measurable
- Judgment-Based on Industry expectations

Aspects are criteria's which are judged for assessment.

### Assessment and Marking of Test Projects

For Judgement, marks will be awarded from 3 for each aspect as under;

- 0: performance below industry standard
- 1: performance meets industry standard
- 2: performance mostly meets industry standard and exceeds industry standards sometimes
- 3: excellent or outstanding performance

### Check In

S.No	Description	Maximum Marks	Marks Awarded
<b>1</b>	<b>Small Talk</b>	<b>3</b>	
	<i>0 - No Smalltalk or inappropriate</i>		
	<i>1 - Ok Smalltalk</i>		
	<i>2 - Have you stayed before / Welcome back!</i>		
	<i>3 - Smalltalk and exceeds customer's expectation, shows confidence and knows details and facts</i>		
<b>2</b>	<b>Self Confidence in dialog</b>	<b>3</b>	
	<i>0 - No confidence, stressed, not attentive</i>		
	<i>1 - Ok confidence</i>		
	<i>2 - good confidence, eye contact, smiles</i>		
	<i>3 - good confidence, eye contact, smiles and charisma</i>		

<b>3</b>	<b>Smooth Handling</b>	<b>3</b>	
	<i>0 - Handles it bad or not at all</i>		
	<i>1 - Ok handling</i>		
	<i>2 - smooth handling, be efficient and not wasting guests time</i>		
	<i>3 - smooth handling, and as well as adapted to guest and situation</i>		
<b>4</b>	<b>Relevant Promoting</b>	<b>3</b>	
	<i>0 - No promoting or handles it bad</i>		
	<i>1 - promoting 1 service</i>		
	<i>2 - promoting more than 1 service</i>		
	<i>3 - promoting more than 1 service in a selling manner</i>		
<b>5</b>	<b>Appropriate greeting</b>	<b>1</b>	
	<i>Not HI, Hello! Use Good morning ect. Use correct titles</i>		
<b>6</b>	<b>Payment</b>	<b>2</b>	
	<i>Request and receive payment method</i>		
<b>7</b>	<b>Inform about floor</b>	<b>2</b>	
	<i>Only the floor - not room no.</i>		
<b>8</b>	<b>Further Assistance offered</b>	<b>1</b>	
	<i>Anything else I can help you with?</i>		
<b>9</b>	<b>Correct Reservation Status</b>	<b>2</b>	
	<i>Check-in / Check-out correct in hotel system</i>		
	<b>Total</b>	<b>20</b>	

## Attending Guests

S.No	Description	Maximum Marks	Marks Awarded
<b>1</b>	<b>Self Confidence in dialog</b>	<b>2</b>	
	<i>0 - With no engagement</i>		
	<i>1 - Listens with engagement</i>		
	<i>2 - Active listening with questions to clarify situation</i>		
<b>2</b>	<b>Smooth Handling</b>	<b>2</b>	
	<i>0 - Handles it bad</i>		
	<i>1 - Ok handling</i>		
	<i>2 - Smooth handling</i>		
<b>3</b>	<b>Solution</b>	<b>2</b>	
	<i>0 - no solution/irrelevant</i>		
	<i>1 - appropriate solution</i>		
	<i>2 - Adaptable solution and upselling</i>		
<b>4</b>	<b>Appropriate greeting</b>	<b>1</b>	
	<i>Not Hi, Hello! Use Good morning etc. Use correct titles</i>		
<b>5</b>	<b>Ask about stay</b>	<b>2</b>	
	<i>"How is your stay?"</i>		
<b>6</b>	<b>Further Assistance offered</b>	<b>1</b>	
	<i>Anything else I can help you with?</i>		

<b>Total</b>	<b>10</b>
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### Handling Complaints

S.No	Description	Maximum Marks	Marks Awarded
	<b>Self Confidence in dialog</b>	<b>3</b>	
	<i>0 - No confidence, stressed, not attentive</i>		
	<i>1 - Ok confidence</i>		
	<i>2 - good confidence, eye contact</i>		
	<i>3 - good confidence, eye contact, able to take control of situation</i>		
	<b>Smooth Handling</b>	<b>3</b>	
	<i>0 - Handles inappropriately</i>		
	<i>1 - Actively listen asking relevant questions</i>		
	<i>2 - Actively listen asking relevant questions, showing empathy</i>		
	<i>3 - Actively listen asking relevant questions, showing empathy in a reassuring manner</i>		
	<b>Solution</b>	<b>3</b>	
	<i>0 - Inappropriate service recovery</i>		
	<i>1 - OK Service recovery</i>		
	<i>2 - Adaptable service recovery</i>		
	<i>3 - Appropriate service recovery exceed expectations in a selling manner</i>		
	<b>Appropriate greeting</b>	<b>1</b>	
	<i>Not HI, Hello! Use Good morning etc. Use correct titles</i>		



	<b>Shows Empathy</b>	<b>2</b>	
	<b>Provides Apology</b>	<b>2</b>	
	<b>Further Assistance offered</b>	<b>2</b>	
	<i>Anything else I can help you with?</i>		
	<b>Correct Handover</b>	<b>2</b>	
	<i>Appropriate handover given to DM or following shifts</i>		
	<b>Follow up done (Y: 2 / N: 0)</b>	<b>2</b>	
	<b>Total</b>	<b>20</b>	

### Tourist information

S.No	Description	Maximum Marks	Marks Awarded
	<b>Suggestions</b>	<b>3</b>	
	<i>0 - Irrelevant or no suggestions</i>		
	<i>1 - One relevant suggestions for guest type/request</i>		
	<i>3 - Relevant suggestions for guest type/request, presented with engagement</i>		
	<b>Self Confidence in dialog</b>	<b>3</b>	
	<i>0 - No confidence, stressed, not attentive</i>		
	<i>1 - Ok confidence</i>		
	<i>3 - good confidence, eye contact, smiles</i>		

	<b>Promoting Hotel Facilities</b>	<b>3</b>	
	<i>0 - No information or irrelevant about hotel's services</i>		
	<i>1 - Information about hotel's services</i>		
	<i>2 - Relevant and thoughtful suggestions about hotel services</i>		
	<i>3 - Active selling of hotel services</i>		
	<b>Appropriate greeting</b>	<b>2</b>	
	<i>Not HI, Hello! Use Good morning etc. Use correct titles</i>		
	<b>Ask guest for relevant details</b>	<b>2</b>	
	<b>Mark on map</b>	<b>2</b>	
	<b>Written confirmation given (Y/N)</b>	<b>1</b>	
	<b>Transportation/direction</b>	<b>2</b>	
	<i>Gives detailed info about how to get there</i>		
	<b>Further Assistance offered</b>	<b>2</b>	
	<i>Anything else I can help you with?</i>		
	<b>Total</b>	<b>20</b>	

### Unexpected Situations

S.No	Description	Maximum Marks	Marks Awarded
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Skill- Hotel Reception

10

	<b>Self Confidence in dialog</b>	<b>3</b>	
	<i>0 - No confidence, stressed, not attentive</i>		
	<i>1 - Little to no confidence</i>		
	<i>2 - Good confidence</i>		
	<i>3 - Good confidence, attentive to guest</i>		
	<b>Smooth Handling</b>	<b>3</b>	
	<i>0 - Handles it bad</i>		
	<i>1 - No to little smooth handling</i>		
	<i>2 - Meets expectation</i>		
	<i>3 - Exceeds expectation</i>		
	<b>Appropriate greeting</b>	<b>1</b>	
	<i>Not HI, Hello! Use Good morning etc. Use correct titles</i>		
	<b>Shows Urgency</b>	<b>1</b>	
	<b>Shows knowledge of hotel security / emergency policies</b>	<b>2</b>	
	<b>Total</b>	<b>10</b>	

### Check out

S.No	Description	Maximum Marks	Marks Awarded
<b>1</b>	<b>Small Talk</b>	<b>3</b>	
	<i>0 - No talk except for questions about check out</i>		
	<i>1 - short question with no engagement</i>		
	<i>2 - short questions with engagement (weather etc.)</i>		

	<i>3 - professional small talk, follow up on stay, next stay etc</i>		
<b>2</b>	<b>Self Confidence in dialog</b>	<b>3</b>	
	<i>0 - No confidence, stressed, not attentive</i>		
	<i>1 - Ok confidence</i>		
	<i>2 - good confidence, eye contact, smiles</i>		
	<i>3 - good confidence, eye contact, smiles and charisma</i>		
<b>3</b>	<b>Smooth Handling</b>	<b>3</b>	
	<i>0 - Handles it bad</i>		
	<i>1 - Ok handling</i>		
	<i>2 - Check-out without further service</i>		
	<i>3 - Good flow, efficient and well adapted to guest</i>		
<b>4</b>	<b>Relevant Promoting of hotel transportation / future bookings</b>	<b>3</b>	
	<i>0 - No promoting</i>		
	<i>1 - promoting 1 service</i>		
	<i>2 - promoting more than 1 service</i>		
<b>5</b>	<b>Appropriate greeting</b>	<b>2</b>	
	<i>Not HI, Hello! Use Good morning etc. Use correct titles</i>		
<b>6</b>	<b>Confirms payment method</b>	<b>2</b>	
<b>7</b>	<b>Invites guest back to the hotel</b>	<b>2</b>	
<b>8</b>	<b>Correct Reservation Status</b>	<b>2</b>	
	<i>Check-in / Check-out correct in hotel system</i>		

	<b>Total</b>	<b>20</b>	

### Example-Judgment Marking

If maximum marks for Judgement criteria is 1 and if all 3 Experts (Juries) give 3 points to a candidate, the candidate will get 1 mark for that aspect. If 2 Experts give 3 and 1 Expert gives 2 points, then candidate will get  $(3+3+2)/9*1 = 0.89$  marks for that aspect out of 1 mark.

#### Note:

The Test Projects and Marking Scheme will be decided by the Experts (jury members) prior to competition, based on actual resources being used in the competition.

## Section - D

### D. Infrastructure List

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S. No.	Items
1	Reception desk
2	Telephone
3	Laptop/Desktop
4	Printer/Scanner/Copier
5	Multi zone Clocks Debit/Credit card
6	Machine Fake note detecting
7	machine
8	High speed internet
9	Fax Machine

- 10 Cash register
- 11 Key Card machine
- 12 Key cards
- 13 Calculator
- 14 Pen / Pencil
- 15 Cash register
- 16 Software (Opera)
- 17 Paper
- 18 Key rack
- 19 Stapler
- 20 Envelops

## Section – E

### E. Instructions for candidates

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#### **The participating Competitors must ensure:**

- This Test Project for Reception will be carried out in Modular format for 1 day - total project time 4 hours
- Competitors are not permitted to do any preparations in advance.
- THSC reserve all rights to any audio/visual/print recording and coverage of the event. Any publication, reproduction or copying of the same can only be made with written consent of the organisers.
- All participants must be in Uniforms. No company name/logo should be visible to the Judges during the competition. Violation of this guideline will lead to disqualification.

- Participants are not required to bring Tool kit

## **MODULE INSTRUCTIONS**

- Competitors are required to present them self in professional manner
- Competitors are required to take check-in of guests
- Competitors are required handle during the stay activities, giving tourist information
- Competitors are required to take check-out of guests.
- Competitors are required to handle unexpected situations
  - Perform all tasks by wearing proper Personnel Protective Clothing.
  - Candidate must report on given time at the Competition Venue
  - Candidate will not get any additional time for completing the task.
  - Candidates are not allowed to use any kind of unfair means during the test.
  - All must follow the instruction given by examiner.
  - No electronic devices like mobile, calculator permitted.
  - Make sure all tools available are in proper condition before starting test.
  - Candidates must be careful while handling tools and machines.

## **Section – F**

### **F. Health, Safety, and Environment**

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1. All accredited participants and supporting volunteers will abide by rules and regulations with regards to Health, Safety, and Environment of the Competition venue.

2. All participants will assume liability for all risks of injury and damage to property, loss of property, which might be associated with or result from participation in the event. The organizers will not be liable for any damage, however in case of Injury the competitor will immediately inform the immediate organizer for medical attention.
3. Competitors could lose marks or excluded from the competition (as per Competition Rules & Health and Safety documents) if they are identified working in an unsafe manner or create an unsafe workplace condition.
4. All machinery and/or equipment must comply with the mandatory safety requirements.
5. Competitors must keep their work area clear of obstacles and their floor area clear of any material, equipment or items likely to cause someone to trip, slip or fall;
6. Experts will use the appropriate personal protective equipment when inspecting, checking or working with a Competitor's project.