



Nomination:

Front Office

Competitors:

One to two participants from each school. Teams will consist of two students from different schools and countries. Teams will be assigned on a blind draw. It may occur that teams will consist of 2+ members if the final number of candidates is unpaired. The sequence number for presentation also will be drawn.

Description of the tasks and rules:

First task: To develop a description of the idea of the hotel and to describe the work of the reception service in the established hotel. Hotel location Latvia. The task is prepared in a presentation format and presented to the jury.

The recommendation to make a description of the idea of the hotel according to plan:

1. General characteristics of the hotel - location, name, category, number of rooms, target group, what will be different from other hotels
2. Characteristics of the services offered by the hotel – description of rooms and services (current and original according to the selected target group and hotel location)
3. Characteristics of the hotel's reception service (division of duties, number of employees, work schedule).

Task preparation time: 100 min. + 7 min. presentation

Maximum number of points to be obtained: 40 pts.

	Evaluation criteria	Points
1.	General characteristics of the hotel	0 - 5
2.	Characteristics of the services offered by the hotel, corresponding to the selected target group and location	0 - 7
3.	Characteristics of the work of the guest reception service	0 - 7
4.	Presentation Visual Design	0 - 5
5.	Presentation Skills	0 - 10
6.	Team collaboration	0 - 2
7.	Observed task completion time	0 - 2
8.	Visual appearance of the contestants - business style clothing, professional look	0 - 2

Task TWO and THREE follows on next page..



Nomination:

Front Office

Second task: Register the guest at the hotel (guest without prior booking order).

Lead time: 7 minutes

Maximum number of points to be obtained: 30 pts.

	Evaluation criteria	Points
1.	Greets the guest and greets	0 - 2
2.	Find out the wishes of the guest, the duration of the stay, offer a room and provide the necessary information	0 - 4
3.	Ask the guest for a document, ask to fill out a registration card and provide the necessary support	0 - 2
4.	Find out the method of payment, accept payment	0 - 2
5.	Offers the guest additional hotel services, provides information about tourist attractions	0 - 3
6.	Prepare a room card and issue a number key	0 - 2
7.	Provides information about the layout of the rooms in the hotel where the rooms are located, the place and time of breakfast, the time of check-out, offers assistance with luggage	0 - 4
8.	Wishes the guest a pleasant stay in the hotel, informs the guest that all questions can be addressed to the guest reception service	0 - 2
9.	Hospitality and Communication Skills	0 - 5
10.	Teamwork	0 - 2
11.	Observed task completion time	0 - 2

Third task: Prepare a written response in the form of an e-mail to the guest's comment on the services provided by the hotel.

Lead time: 15 minutes

Maximum number of points to be obtained: 20 pts.

	Evaluation criteria	Points
1.	e-mail subject indication	0 - 2
2.	Use of greeting phrase, guest address	0 - 2
3.	Thanks for the comment or feedback provided by the customer	0 - 2
4.	Reply to a comment or feedback from a customer	0 - 4
5.	Invitation to revisit hotel	0 - 2
6.	Kindness phrase at the end, identification of the employee, contact information	0 - 2
7.	Use of business language style	0 - 2
8.	Teamwork	0 - 2
9.	Observed task completion time	0 - 2

Evaluation: the performance of the competition tasks shall be evaluated by a jury of minimum 3 persons. The top three teams are determined by summarizing the results of all tasks. One winner may be determined in each of the three positions. If there are teams with the same number of points, then the jury prefers the team with a *higher score in the second task*, if there is still an equal number of points, the results of the first task are also compared.