

RIGA TECHNICAL SCHOOL OF TOURISM AND CREATIVE INDUSTRY 3rd INTERNATIONAL CONTEST FOR VET STUDENTS Learn, Know, Do, Can, Show 26. - 28.03.2024

Front office (Reception)

Competitors:

- 1. One participant from each school.
- 2. Teams will consist of two students from different schools and countries. Teams will be assigned on a blind drawing. 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 - Develop your environmentally friendly hotel

The team works in computer class, develops their own idea of an environmentally friendly hotel. The Final work (PowerPoit presentation) must be send to the judges.

Execution time – 110 min., for preparation and 10 min for presentation.

Total scores - 25.

Evaluation criteria of the first task:

Criteria	General understandin g of the task	Recommend ations for employees	Recommen dations for guests	Technical presentation design	Present ation skills	Team work	Time limit	Total
Maximum of points	5	5	5	2	3	4	1	25



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<u>Second task</u> – Handling a situation with the hotel guest, time 15 min. One of the team members listens to the problems raised by the guest at the hotel and provides a solution. Total scores - 15.

Evaluation criteria of the second task:

	Structure of	Accuracy of the	Communication			
Criteria	the	solution	and language	Time limit	Total	
Cincina	conversation	provided	skills			
Maximum of	4	6	4	1	15	
points						

Third task - Business correspondence with a guest, time 10 min.

The other member of the team prepare a professional e-mail reply on a booking inquiry. Total scores - 10.

Evaluation criteria of the third task:

Criteria	Design of email	Relevance of the content to the task	Language skills	Time limit	Total
Number of points to be obtained	2	5	2	1	10

Evaluation

The performance of the competition tasks shall be evaluated by a jury of 3 persons (representatives of the sector).

The top three teams are determined by summarizing the results of all tasks.