

WorldSkills Standards Specification

Hotel Reception

Social and Personal Services



THE WORLDSKILLS STANDARDS SPECIFICATION (WSSS)

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).

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.

WORLDSKILLS STANDARDS SPECIFICATION

SECTION	RELATIVE IMPORTANCE (%)
1	15
Work organization and self-management	
The individual needs to know and understand: <ul style="list-style-type: none"> the services and facilities offered by the hotel and their tariffs 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 the facilities available for guests with disabilities the structure, role and requirements of front office operations within the hotel industry reporting structure, shift patterns and types of staff management of the guest cycle types of customer likely to use the hotel. 	

	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> • deal effectively with unexpected situations • maintain health and safety for guests, colleagues and visitors • identify oneself with the organization and its goals • hand over to the next shift ensuring that all information is passed on • prioritise work effectively • ensure that the reception area is well presented in terms of; appearance, signage, cleanliness • apply rules and guidance relating to guest's security • apply rules in the event of an evacuation of the hotel and be the first point of call for emergency services • maintain guest's privacy • apply all legislation relating to the sale and service of goods and services within the hotel 	
2	Communication, customer care, and interpersonal skills	30
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> • the importance of effective communications with guests • procedures and guidance for communicating with guests of the hotel • barriers to effective communication and how to overcome them • links between the hotel reception and other departments and the role of reception as the hub for communications between departments • the hotel's policy regarding uniform and personal appearance • the importance of personal presentation • the importance of the hotel reception area to create a first impression 	
	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> • welcome, attend to and communicate with all guests depending on guest type and/or situation, including those with disabilities and communication difficulties • provide accurate and comprehensive information about the hotel's services and facilities • provide tourist information to guests • maintain good professional relations and communications with guests, colleagues and suppliers • receive and deliver information from/to guests, colleagues and suppliers • 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, name badge and personal appearance • be aware of and react appropriately to non-verbal communications such as body language and gestures • apply listening techniques effectively • engage in appropriate and professional conversation • demonstrate self-confidence in dialogue • communicate effectively and in a timely manner with other departments within the hotel • demonstrate tact and diplomacy • respond to special requests 	

3	Hotel reservation procedures	9
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> • room allocation procedures including; density chart, conventional chart, software solutions • the place of central reservations within a hotel chain • software systems used to record hotel reservations • types and range of tariffs • the status of provisional, confirmed and guaranteed bookings • policy regarding deposits and the procedure for taking a deposit at the point of booking • release times for rooms • the hotel's policy regarding overbooking • all documentation used within the hotel relating to reservations • the hotel's policy regarding yield management • the policy relating to the use of agents or brokers 	
	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> • take an individual reservation in person, over the telephone, by e-mail, fax or letter • take group reservation by telephone, e-mail, fax or letter • take reservations via approved agents or brokers and record appropriately • accept chance bookings based on room availability, agreeing tariff and payment according to the hotel's policy • request and take deposits according to the hotel's policy • allocate rooms according to the hotel's policy and procedure • record requests for additional services or sales to ensure delivery and appropriate charging • use software packages to make and record reservation details 	
4	Checking-in procedures	3
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> • legal requirements regarding documentation and records for national and international hotel guests • electronic and manual systems for checking-in guests • procedures and protocols for issuing keys • different types of traditional and electronic room keys • registration requirements • the function and updating of guest's history • 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 	

	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> • check in guests according to the hotel's policy and procedure • maintain all necessary documentation and information relating to guests • issue room keys to guests • provide directions to allocated room and information about hotel services and facilities • request and take instructions for additional services and sales • ensure payment to prepare for a smooth check-out • advise on transferring guests' luggage to rooms and organise transfers according to the hotel's policy 	
5	Administration and back office procedures	8
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> • various types of guest recording and accounting systems including manual (tabular ledger) and computerised systems • types of account • posting charges to the guest's bill such as restaurant charges, room service, bar, VPO • credit control systems • bad debts and how the hotel manages them • how to interpret data including guest histories, mailing lists, databases, accounts, • room statistics; room and sleeper occupancy, average room rates, room yield, gross operating profit • how to access data on and improve revenue, promotions, discounts, forecasting, trends, strategies • general office and administrative procedures and processes including filing, word processing, databases, photocopying and maintenance of records • the importance and means of security relating to handling and recording cash and cash equivalents 	
	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> • use computers and usual office software effectively • file documents and data physically and electronically • handle and account for cash and cash equivalents • manage currency exchange as required • conduct general office and administrative procedures such as filing, word processing, databases, photocopying and maintenance of records • calculate currency exchanges and transactions with appropriate commission • post charges to guest's accounts accurately • maintain credit systems in line with hotel policy 	

6	Sales promotion	14
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> • 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 • the role of the hotel receptionist in promoting repeat bookings • the impact of visual displays and promotional material 	
	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> • promote and sell hotel services and facilities to guests on arrival and during their stay • maximize sales, room occupancy, room charges in line with hotel policy and yield management • book additional services such as taxis, flowers and theatre tickets on behalf of guests • create effective promotional displays in the reception area • respond to hotel or hotel group advertising and promotional activities 	
7	Managing complaints	8
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> • the hotel's 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 	
	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> • demonstrate foresight in anticipating potential problems and complaints • put the complainant at ease, including moving to an appropriate location is required • listen to complaints attentively, taking notes as required • ask questions objectively and sensitively • show consideration and empathy while maintaining objectivity • organize the notes taken, distinguishing between fact and opinion or assumption • refer to the hotel's procedures in order to identify options and solutions • apply the hotel's procedures as appropriate to the situation • refer the matter to one's line manager where it goes beyond one's personal authority 	

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

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

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/)