

DAY 2 – ASSESSMENT CENTER 2

120 minutes

Temps de préparation : 60 min
Internet is allowed.

Roulement :

Les compétiteurs sont tour à tour formateur et apprenant :

Chaque compétiteur à 10 minutes pour effectuer sa formation.

- 10 minutes – Candidat 1 formateur, candidat 2, 3, 4, 5 et 6 apprenants
- 10 minutes – Candidat 2 formateur, candidat 3, 4, 5, 6 et 1 apprenants
- 10 minutes – Candidat 3 formateur, candidat 4, 5, 6, 1 et 2 apprenants
- 10 minutes – Candidat 4 formateur, candidat 5, 6, 1, 2 et 3 apprenants
- 10 minutes – Candidat 5 formateur, candidat 6, 1, 2, 3 et 4 apprenants
- 10 minutes – Candidat 6 formateur, candidat 1, 2, 3, 4 et 5 apprenants

Sujet 1 – Candidat 1

Subject: Training on welcoming people with disabilities to the hotel

Dear Candidate 1,

I hope you're all right. I am writing to organize a short training session on how to welcome people with disabilities at our hotel. As you know, we are constantly trying to improve our services to offer all our customers a positive and inclusive experience.

I would like you to lead this training because I will unfortunately not be able to attend it. You will present this meeting to members of the reception team. You can help yourself with a support of your choice if you feel the need, the meeting must last 20 minutes maximum.

Here's what you can include in this training:

- The common types of disabilities our guests may have and the challenges they may face while staying at the hotel.
- Review best practices to welcome and assist our clients with disabilities.
- Clarify the roles and responsibilities of each team member regarding the reception of people with disabilities.
- Present additional resources and tools that we can use to make welcoming people with disabilities more efficient and comfortable.
- You can open the meeting to questions and suggestions from the team. I look forward to hearing your ideas to improve our approach and better meet the needs of our clients with disabilities.

Sincerely,

Thomas

Front office manager

Sujet 2 – Candidat 2

Subject: Hotel Sustainability Training

Dear Candidate 2,

I hope you are doing well. I am sending you this email to organize a short training session dedicated to sustainable development at our hotel. Your commitment as a member of the reception team is essential to contribute to more responsible and environmentally friendly practices within our facility

I would like you to lead this training because I will unfortunately not be able to attend. You will present this meeting to members of the reception team. You can help yourself with a support of your choice if you feel the need, the training must last 20 minutes maximum.

Here's what you can include in this training:

- Review the fundamentals of sustainability and its importance in the hospitality industry.
- Take stock of the sustainable development actions we have already implemented at the hotel.
- Clarify the responsibilities of each team member in implementing sustainable initiatives. Each of us plays an essential role in the success of these actions.
- Present additional resources and tools that we can use to become a model of sustainability in the hospitality industry.

You can open the meeting to questions and suggestions from the team. I look forward to hearing your ideas for improving our approach to sustainable development.

Sincerely,

Thomas,

Front office manager

Sujet 3 – Candidat 3

Subject: Training to welcome our new Night Audit

Dear Candidate 3,

I hope you are doing well. I am sending you this email to organize a short training session dedicated to the tasks of Night Audit. As you may already know, we will be welcoming new Night Audits to our team next week.

In order to ensure a smooth transition for your new colleagues and integrate them into our team, I would like to ask you to facilitate a short training session on the essential aspects of the position as I will unfortunately not be able to attend. You can help yourself with a support of your choice if you feel the need, the meeting must last 10 minutes maximum.

Here's what you can include in this training:

- Review key responsibilities and specific tasks associated with night work.
- Review the safety procedures to be followed and the actions to be taken in the event of an emergency.
- Explain how to greet guests late at night and check in efficiently.
- Emphasize the importance of providing excellent customer service even during the quietest hours.

You can open the meeting to questions and suggestions from the team and I look forward to hearing your ideas to improve our service on a daily basis.

Sincerely,

Thomas
Front office manager

Sujet 4 – Candidat 4

Subject: VIP Welcome Training

I hope you are doing well. I am sending you this email to organize a short training session dedicated to welcoming VIP guests within the hotel. We are aware that welcoming our prestigious clients plays a crucial role in their overall experience, and we want to strengthen our efforts in this area.

In order to guarantee an exceptional quality of service, I would like to ask you to lead a short training on welcoming VIP customers because I will unfortunately not be able to be present. You can help yourself with a support of your choice if you feel the need, the meeting must last 10 minutes maximum.

Here's what you can include in this training:

- Define the importance of VIP clients and explain how exceptional hospitality can create lasting relationships.
- To take stock of the actions implemented within the establishment to offer an extraordinary stay to our customers.
- Clarify the responsibilities of each team member in customizing customer service.
- Introduce additional resources and tools to make a positive first impression.

You can open the meeting to questions and suggestions from the team and I look forward to hearing your ideas on how we can improve the reception of our VIP customers.

Sincerely,

Thomas,

Front office manager

Sujet 5 – Candidat 5

Subject: Cross Training Receptionist

I hope you are doing well. I am sending you this email to organize a short training session dedicated to the job of receptionist. As you may already know, we will be welcoming cross-training housekeeping teams to our team next week. This exchange will allow better communication between services.

In order to integrate your colleagues into our team for these few days, I would like to ask you to facilitate a short training on the essential aspects of the position because I will unfortunately not be able to attend. You can help yourself with a support of your choice if you feel the need, the meeting must last 10 minutes maximum.

Here's what you can include in this training:

- Review key responsibilities and specific tasks associated with working as a receptionist.
- Present in detail the various facilities and services offered by the hotel, so that each of them can inform guests in a complete and accurate way.
- Address how to anticipate common problems by having effective communication.
- Emphasize the importance of providing excellent customer service and how this contributes to a positive experience for our customers

You can open the meeting to questions and suggestions from the team. I look forward to hearing your ideas to improve the image of our profession.

Sincerely,

Thomas,

Front office manager

Sujet 6 – Candidat 6

Subject: Asian Customer Induction Training

I hope you're well. I send you this email to organize a short training dedicated to the reception of Asian customers within the hotel. The objective of this meeting is to offer an exceptional experience to our customers from Asia.

In order to guarantee an impeccable quality of service to Asian customers, I would like to ask you to facilitate a short training on the essential aspects of the position because I will unfortunately not be able to attend. You can help yourself with a support of your choice if you feel the need, the meeting must last 10 minutes maximum.

Here's what you can include in this training:

- Review key cultural expectations of Asian customers.
- Take stock of the sustainable development actions we have already implemented at the hotel.
- Introduce the importance of body language by emphasizing the importance of politeness and respect.
- Take stock of the layout of rooms and facilities in order to personalize them according to cultural differences
- Share tips on how to effectively manage special requests from Asian customers, and how to communicate with them

You can open the meeting to questions and suggestions from the team. I look forward to hearing your ideas to improve the reception of our Asian customers.

Sincerely,

Thomas,

Front office manager