# Test Project

## *Hotel Reception*

Submitted by: Bruno Lanvin, Skill Competition Manager

# Contents

# Introduction

This should be a brief introduction or overview to the design concept or background to the proposal.

The Test Project enables the assessment of the applied knowledge, skills, and behaviours set out in each section of the WSOS.

**The Test Project is secret. Competitors and Experts should not see this document until after the competition.**

To provide context to the modules, the Test Project is associated with a hotel information package (HIP). The hotel of the competition is based on a real hotel in a country with no Competitor. The hotel for the WSC2022SE is called the Hazel Hotel and is based on the Hazelton Hotel in Toronto, Ontario, Canada.

Throughout the competition, Competitors are full-time receptionist in this hotel.

The TP is designed in a series of both stand-alone and connected modules. There are 5 types of modules that repeat during the competition: front office, mixed front and back office, back office, speed modules and assessment centres.

Each type is repeated a number of time (i.e. 4x front office, 2x back office, etc.). Some modules are stand-alone. Some are connected. For example: a guest coming to check-in on C1 during a front office module may come back on C3 during a mixed module to ask for local recommendations and then be discussed during a shift handover in an assessment centre module.

# [A] Front office module (30 minutes)

The Competitor is at the front desk of the hotel. He/she will have to deal with real life situations a receptionist can face while on duty. Actors are impersonating hotel guest and staff.

# [B] Mixed front and back-office module (75 minutes)

The Competitor is at the front desk of the hotel for the first 15 minutes. One or more situations arise. The Competitor then has 45 minutes at the back office to work on the situations he/she faced at the desk. Finally, the Competitor comes back to the front desk for 15 minutes to conclude the situations. Actors are impersonating hotel guest and staff.

# [C] Back-office module (60 minutes)

The Competitor is at the back office with or without the use of a computer, internet, or PMS system. He/she will perform administration tasks that are usually required in real life situations.

# [D] Speed module (30 minutes)

All Competitors at the same time must answer questions in relation to their knowledge of the hotel, its procedures, and its surroundings

# [E] Assessment centre (100 minutes)

In groups Competitors will lead and/or participate in a meeting. In real life situation, hotels have many meeting every day: daily briefings, handovers between shifts, interviews, appraisals, etc.

# Description of project and tasks

## C1

| C1 | FRONT DESK 1<br>*DAY_1-FRONT OFFICE_1_DESK_A_A1* | FRONT DESK 2<br>*DAY_1-FRONT OFFICE_2_DESK_B_A2* | BACK | ASSESSMENT |
|---|---|---|---|---|
| **8h00** | | | | |
| **9h00** | **Group 4**<br>13, 14, 15, 16 | **Group 3**<br>9, 10, 11, 12 | **Group 1 & 2**<br>*Day_1-Back Office_1_C1* | |
| **11h00** | **Group 1**<br>1, 2, 3, 4 | **Group 2**<br>5, 6, 7, 8 | **Group 3 & 4**<br>*Day_1-Back Office_1_C1* | |
| **12h00** | **Lunch** C x12 + E x8<br>**Group 3 & 4** + 2 from desk 1 + 2 from desk 2 | | | |
| **12h45** | **Lunch** | | | |
| **13h30** | **Lunch** | | | |
| **14h00** | **Speed Module**<br>*fDay_1-Speed Modules_1_D1* | | | |
| **14h30** | **Group 3**<br>9, 10, 11, 12 | **Group 4**<br>13, 14, 15, 16 | **Group 1 & 2**<br>*Day_1-Back Office_2_C2* | |
| **16h30** | **Group 2**<br>5, 6, 7, 8 | **Group 1**<br>1, 2, 3, 4 | **Group 3 & 4**<br>*Day_1-Back Office_2_C2* | |
| **18h30** | | | | |
| **19h00** | **Diner** (1st service) | | | |
| **20h00** | **Diner** (2nd service) | | | |

## Day_1-Back Office_1_C1

📎 Ref. annex 01

Competitors have 60 minutes to input 10 reservations in the PMS.

### ✅ Preparation

- Print 8 or 16 annex (one per Competitor). Competitor do not write on it!
- Check computers are cleared.
- Check browsing history is cleared.
- Protel is logged out, no password saved.

### 💬 Competitor's instruction

- They receive an email from the reservation team asking for help after the system crashed last night.

### 🔷 ESR's instruction

- Check computers are cleared.
- Check browsing history is cleared.
- Protel is logged out, no password saved.

### 💯 Marking team's instruction

- Protel login:

    - WSC2022SE.56.E@hotel-team.com
  - Marketing2022!

## Day_1-Back Office_2_C2

📎 Ref. annex 02

Competitors have 60 minutes to reply to four online reviews.

### ✅ Preparation

- Print 8 or 16 annex (one per Competitor). Competitor do not write on it!
- Check computers are cleared.
- Protel is logged out, no password saved.
- Open a new blank word document.
- Switch off WIFI or unplug internet cable.

### 💬 Competitor's instruction

- ❌ Internet is not allowed.
- They receive an email from the front office manager asking to prepare replies for online reviews.
- Write the replies in a word document. Save it on the desktop.

- Before the Competitor leaves!

    - Make sure the document is saved.
    - It is named with the Competitor number and name.

- If needed/possible, upload each document to this folder:

    - Long URL: https://worldskillsint-my.sharepoint.com/:f:/g/personal/scm_hotel_reception_worldskills_org/Ev3hSmvYHAtLkv9rk5S4iDUBaJO9nlFh9FHdl7TkjsGjzg?e=kc6m9D
    - Short URL: https://bit.ly/3C15eUk
    - Password: Pass429+@

- Check with SCM before fully deleting the original from the computer.
- Empty the trash can.
- Print all for the marking team

💯 **Marking team's instruction**

- N/A

## Day_1-Front Office_1_Desk_A_A1

📎 Ref. annex 03

Competitors are at the front desk for 30 minutes. It includes 5 minutes preparation.

They will have to deal with 2 situations.

- **Guest 5:** Mr Toby GENTRY is checking out of the hotel. He is not happy with his stay (late check-out not honoured). Also, his bill is wrong.
- **Guest 6:** Ms Latisha SHEPPARD calls during the check-out of Mr Gentry. She just had an accident in her room. She leaves the hotel towards before the situation ends.
- **STAFF 2:** A security staff member is in the lobby

✅ **Preparation**

- Prepare credit card for Mr Gentry
- Check correct date of business in the PMS.
- Security tag for the staff member
- Lock room allocation for arrival JENNINGS
- Post laundry charges (2x dresses) on Mr GENTRY's bills
- Post dinner charges on Mr GENTRY's bills:

    - 201 BAR - 30 CAD: Grilled Chicken Club
    - 201 BAR – 9.5 CAD : Budweiser

- Mr GENTRY's leave note about company paying for accommodation
- Prepare handover book

    - Dry cleaning delivered yesterday for rooms 107 (Mrs MEADOWS), 209 (Mrs ROMERO), 405 (Mrs INGRAM)
    - Ms JENNINGS will arrive at 2pm
    - Reminder: with all corporate contracts, accommodation is paid by the company

💬 **Competitor's instruction**

- Today is 06/10/22 and it is 11.37am
- The staff member in the lobby is part of the security team.
- You are alone at the desk; managers are in a meeting.

🔳 **ESR's instruction**

- Check computers are cleared.
- Check browsing history is cleared.
- Protel is logged out, no password saved.

💯 **Marking team's instruction**

- Familiarize yourself with the marking form

## Day_1-Front Office_2_Desk_B_A2

📎 Ref. annex 04

Competitors are at the front desk for 30 minutes. It includes 5 minutes preparation.

The room attached to desk B is the room for Mr Gino.

- **Guest 3:** Mr Richard GINO is checking in. He is a corporate customer and expect to be shown to his room.
- **Guest 4:** 3 minutes after the beginning of the check-in, Mr Lawrence TRAVIS comes down while talking loud on the phone during the check-in. He is quite rude and wants to book a table for 3.
- **Guest A1 & A2:** Ms Adela ROMERO & Mr Greene DAVID are two friends, sitting in the lobby, chatting before it starts and stay all through the interaction.

✅ **Preparation**

- Prepare credit card and passport for Mr Gino
- Check correct date of business in the PMS.
- Ensure all rooms are clean/inspected.
- Check there is room keys
- Prepare handover book

💬 **Competitor's instruction**

- The room attached to desk is an Executive Suite. It's not occupied, and it is clean/inspected.
- It is 5.21 pm.
- You are alone at the desk; managers are in a meeting.

🔳 **ESR's instruction**

- Check computers are cleared.
- Check browsing history is cleared.
- Protel is logged out, no password saved.
- Time the entry for Mr Travis!

💯 **Marking team's instruction**

- Familiarize yourself with the marking form.

## Day_1-Speed Modules_1_D1

📎 Ref. annex 05-1 (Competitors)
📎 Ref. annex 05-2 (presentation)

Competitors will have ten minutes to look at desk A and spot all ten things that are out of place or not up to standard.

Competitors are not told the number of errors. They are not allowed to touch anything.

Competitors will then have 5 minutes to write all the "errors" on the paper.

Depending on the infrastructure, errors will be set-up by an ESR and could be things like:

- A pen somewhere
- Faded flowers
- Fingerprints (black print on desk)
- Full bin
- Torn newspaper
- Chair not positioned correctly
- No key
- No key card holder
- Lounge area untidy
- Suitcases in the middle of the hall
- Paper on the floor
- A jacket lying somewhere
- No menu on the table
- A lighter
- A dirty glass/cup
- An umbrella
- A bottle of water

### ✅ Preparation

- Set-up the errors

### 💬 Competitor's instruction

- A good receptionist always maintains the reception and lobby area spotless.
- You will have 10 minutes to look at the desk A and spot the things that are out of place or not up to standard.
- You are not allowed to touch anything.
- You will then have 5 minutes to write all the "errors" on the paper.

### 🔲 ESR's instruction

- Set-up the errors
- Timekeeper
- Public entertainment: distribute paper, offer them to try and participate.

### 💯 Marking team's instruction

- Collect all the papers.
- Ensure Competitors name is on top of each!

# C2

| C2 | FRONT DESK 1 _DAY_2-MIXED_1_DESK_A_B1_ | FRONT DESK 2 _DAY_2-MIXED_2_DESK_B_B2_ | BACK | ASSESSMENT _DAY_2-ASSESSMENT CENTRE_1_E1_ |
|---|---|---|---|---|
| **8h00** | | | | |
| **9h00** | **Group 1** 1, 2, 3, 4 | **Group 4** 13, 14, 15, 16 | | **Group 2 & 3** |
| **11h00** | **Group 2** 5, 6, 7, 8 | **Group 3** 9, 10, 11, 12 | | |
| **12h00** | **Lunch** C x12 + E x8 **Group 1 & 4** + 2 from desk 1 + 2 from desk 2 | | | |
| **12h45** | **Lunch** | | | |
| **13h30** | **Lunch** | | | |
| **14h00** | **Speed Module** _Day_2-Speed Modules_2_D2_ | | | |
| **14h30** | **Group 3** 9, 10, 11, 12 | **Group 2** 5, 6, 7, 8 | | **Group 4 & 1** |
| **16h30** | **Group 4** 13, 14, 15, 16 | **Group 1** 1, 2, 3, 4 | | |
| **18h30** | | | | |
| **19h00** | **Diner** (1st service) | | | |
| **20h00** | **Diner** (2nd service) | | | |

## Day_2-Assessment Centre_1_E1

- 📎 Ref. annex 06-1 (Competitors)
- 📎 Ref. annex 06-2 (actors)

A front office team leader position became available in the hotel. The hotel would like to promote internally rather than recruiting someone new. To select the best profile, the management of the hotel has organised a group interview.

The Competitor has 30 minutes to prepare.

The group interview will last 60 to 70 minutes.

The interviewer will ask:

- Introduce yourself and your experience
- Give me your biggest strength or your biggest weakness
- Are you a team player? Why is it important to work as a team?
- Why should we give you the role?

Two or three actors are playing the team from the HR department.

### ✅ Preparation

- Set-up 8 chairs in a straight line
- Set-up 3 chairs for interviewer facing the Competitors
- Handheld microphone check
- Distribute blank paper and clipboards to Competitors

### 💬 Competitor's instruction

- No computers or internet allowed
- You received an email from your FOM.

### 🔢 ESR's instruction

- Keep track of who replies to question 2.
- Timekeeper
- Collect all notes at the end

### 💯 Marking team's instruction

- Familiarize yourself with the marking form.
- Take many notes!

## Day_2-Mixed_1_Desk_A_B1

📎 Ref. annex 07

Competitors are at the front desk for 15 minutes, then go to the Backoffice for 45 min, then come back for 15 min.

Part 1:

- **Guest 11:** Ms Teresa Waters is looking for things to do with her two kids tomorrow while her husband is working. Her phone rings to end the first part.

Part 2:

- **Guest 11:** Ms Teresa Waters returns looking for answers.
- **Guest A1 and Guest A2:** Before the interaction begins, Ms Adela ROMERO and Mr Greene DAVID are two colleagues sit down, chat a little then leave.

### ✅ Preparation

- Check correct date of business in the PMS.
- Print city maps.
- Prepare handover book

### 💬 Competitor's instruction

- It is 10:48 am
- You have 15 minutes max at the desk in part 1.
- Then you go to the back-office. You have 45 minutes.
- Computers and internet are allowed but no outside communication (emails, chat, etc.).
- You come back for part 2: 15 minutes max.

### 🔀 ESR's instruction

- Timekeeper: Competitors can have less time at the front if the situation finishes earlier but they must have 45 minutes at the back.
- Competitor's guide.
- Competitor's supervision.
- Check computers are cleared.
- Check browsing history is cleared.
- Protel is logged out, no password saved.

### 💯 Marking team's instruction

- Familiarize yourself with the marking form.
- Take many notes!

## Day_2-Mixed_2_Desk_B_B2

📎 Ref. annex 08

Competitors are at the front desk for 15 minutes, then go to the Backoffice for 45 min, then come back for 15 min.

Part 1:

- **Guest 10:** Mr Barrera Dirk, personal assistant of Mr Taylor Kemp is coming to make a reservation for the entire KEMP family plus staff (2 adults, 4 kids, 1 nanny, 1 staff - him).

Part 2:

- **Guest 10:** Mr Barrera Dirk comes back to finalize the booking.

### ✅ Preparation

- Prepare credit card and passport for Mr Dirk and Mr Kemp.
- Check correct date of business in the PMS.
- Prepare handover book

### 💬 Competitor's instruction

- The room attached can be whatever room you want as long as the room you choose is not occupied and clean.
- It is 2.01pm
- You have 15 minutes max at the desk in part 1.
- Then you go to the back-office. You have 45 minutes.
- Computers and internet are allowed but no outside communication (emails, chat, etc.).
- You come back for part 2: 15 minutes max.

### 🔀 ESR's instruction

- Timekeeper: Competitors can have less time at the front if the situation finishes earlier but they must have 45 minutes at the back.
- Competitor's guide.
- Competitor's supervision.
- Check computers are cleared.
- Check browsing history is cleared.
- Protel is logged out, no password saved.

### 💯 Marking team's instruction

- Familiarize yourself with the marking form.
- Take many notes!

# Day_2-Speed Modules_2_D2

- 📎 Ref. annex 09-1 (Competitors)
- 📎 Ref. annex 09-2 (powerpoint)
- 📎 Ref. annex 09-3 (marking team)

A good receptionist knows his city and the hotel surroundings.

Competitors will have 30 sec per POI to place on a map the 12 points of interest.

## ✅ Preparation

- Print annex 14-1, 1x per Competitor + some for the public
- Power point (annex 14-2)

## 💬 Competitor's instruction

- Competitors have 5 minutes to familiarize themselves with the map.
- Competitors have 6 minutes to look at 12 photos of POI (30 sec per photo).
- Competitors place a mark on the map with the number of the POI.
- They have an extra 5 minutes at the end.

## 🔅 ESR's instruction

- Timekeeper
- Public entertainment: distribute paper, offer them to try and participate.

## 💯 Marking team's instruction

- Collect all the papers.
- Ensure Competitors name is on top of each
- Answers below
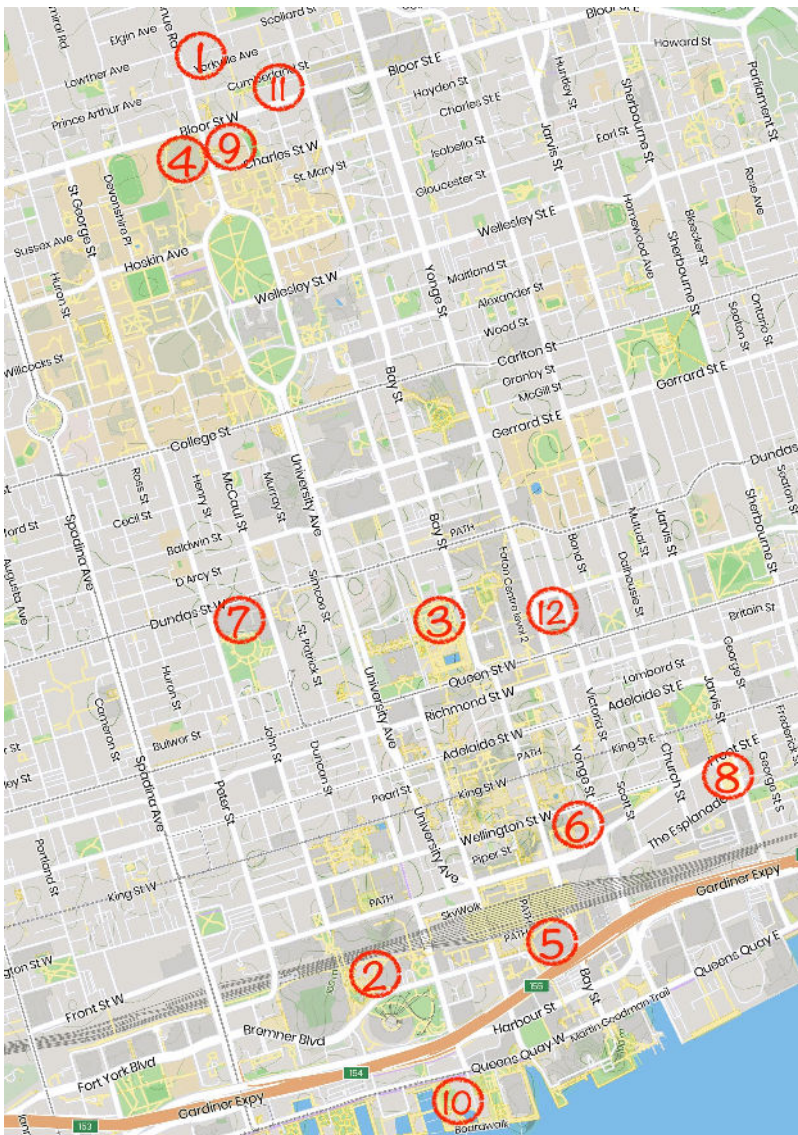
1. The Hazel Hotel
2. CN tower
3. Toronto City Hall
4. Royal Ontario Museum
5. Scotiabank arena
6. Hockey Hall of fame
7. Art gallery of Ontario
8. St. Lawrence Market
9. Gardiner Museum  9
10. Harbour Front Centre
11. Bay Station (Subway Line 2)
12. Massey Hall

## C3

| C3 | FRONT DESK 1<br>*DAY_3-FRONT*<br>*OFFICE_3_DESK_A_A3* | FRONT DESK 2<br>*DAY_3-FRONT*<br>*OFFICE_4_DESK_B_A4* | BACK | ASSESSMENT |
|---|---|---|---|---|
| **8h00** | | | | |
| **9h00** | **Group 3**<br>9, 10, 11, 12 | **Group 2**<br>5, 6, 7, 8 | **Group 1 & 4**<br>*Day_3-Back*<br>*Office_3_C3* | |
| **11h00** | **Group 4**<br>13, 14, 15, 16 | **Group 1**<br>1, 2, 3, 4 | **Group 2 & 3**<br>*Day_3-Back*<br>*Office_3_C3* | |
| **12h00** | **Lunch** C x12 + E x8<br>**Group 2 & 3** + 2 from desk 1 + 2 from desk 2 | | | |
| **12h45** | **Lunch** | | | |
| **13h30** | **Lunch** | | | |
| **14h00** | **Speed Module**<br>*Day_3-Speed Modules_3_D3* | | | |
| **14h30** | **Group 2**<br>5, 6, 7, 8 | **Group 3**<br>9, 10, 11, 12 | **Group 1 & 4**<br>*Day_3-Back*<br>*Office_4_C4* | |
| **16h30** | **Group 1**<br>1, 2, 3, 4 | **Group 4**<br>13, 14, 15, 16 | **Group 2 & 3**<br>*Day_3-Back*<br>*Office_4_C4* | |
| **18h30** | | | | |
| **19h00** | **Diner** (1st service) | | | |
| **20h00** | **Diner** (2nd service) | | | |

📎 Ref. annex 10

Competitors have 60 minutes to answer questions about administration and key figures.

✅ **Preparation**

- Close / switch off all computers
- Print 1x annex per Competitor
- Place a calculator on each desk.

💬 **Competitor's instruction**

- You have 60 minutes
- ❌ Computers are not allowed
- ✔ Calculators are allowed

🆔 **ESR's instruction**

- Competitor supervision

💯 **Marking team's instruction**

- Collect all the papers.
- Ensure Competitors name is on top of each!
- Answers below

| N. | QUESTIONS | ANSWERS |
|----|-----------|---------|
| 1 | What does HST stands for? How much is the HST tax? | HST (Harmonised Sales Tax): 13% on everything |
| 2 | What does MAT stands for? How much is the MAT tax? | MAT (Municipal Accomodation Tax): 4% on hotel accommodation only. |
| 3 | What it the cancellation policy for a corporate rate booking? | Free cancellation up to 12:00 PM 1 day before arrival<br>OR<br>Cancel 24 hours prior to arrival to avoid a penalty of 1 night room |
| 4 | In September, 1 917 room nights were sold. What is the occupancy rate? | 77 rooms x 30 days in September = 2 310 room nights.<br>1917 / 2310 * 100 = 82,98% |
| 5 | In September, the total number of guests was 3 412. What is the average sleeper occupancy? | 3 412 / 1 917 = 1,779 |
| 6 | In September, the hotel room revenue was 1 375 412 CAD. What is the ADR? | 1 375 412 / 1 917 = 717,48 |

| 7 | What is the RevPar in September? | 77 rooms x 30 days in September = 2 310 room nights.<br>1 375 412 / 2 310 = 595,41 |
| --- | --- | --- |
| 8 | In October, occupancy is 86,30%, how many room nights have been sold? | 77 rooms x 31 days in October = 2 387 room nights.<br>2 387 * 86,30% = 2059,9 ~2060 |
| 9 | Give the formula to calculate the average length of stay for one month? | Number of rooms sold / number of arrivals |
| 10 | Today 1 CAD = 0.77 EUR. The customer wants to exchange 150 EUR into CAD. The hotel takes 5% commissions. How much CAD will the guest get? | 150 EUR / 0,77 = 194,80 CAD<br>194,80 * 5% = 9,74 CAD<br>194,80 – 9,74 = 185,06 CAD |

## Day_3-Back Office_4_C4

📎 Ref. annex 11

Competitors have 60 minutes.

The sales & marketing department has issued an internal memo for a Thanksgiving offer. See memo next pages.

They ask the Competitor to create a display for the front desk.

- The display must be A4 size.
- Include at least one pictures
- Include some unique selling points of the package

### ✅ Preparation

- Print 8 or 16 annex (one per Competitor). Competitor do not write on it!
- Check computers are cleared.
- Check browsing history is cleared.
- Protel is logged out, no password saved.

### 💬 Competitor's instruction

- You have 60 minutes
- You've received an email from the sales & marketing department.
- You can use the software you like (word, power point, etc).
- You must save the file on the desktop at the end.
- No outside communication allowed (emails, chat, etc.).

### 🗓 ESR's instruction

- Before the Competitor leaves!

  - Make sure the document is saved.
  - It is named with the Competitor number and name.
  - If needed/possible, upload each document to this folder:
  - Long URL: https://worldskillsint-my.sharepoint.com/:f:/g/personal/scm_hotel_reception_worldskills_org/ElaY5EBoA3pNjQtlSQ3VjXUBvPTg44iiypAMWWy7OJS_Cg?e=YcoGmt

- Short URL: https://bit.ly/3RwhYrA
- Password: @3061Pass!

- Check with SCM before fully deleting the original from the computer.
- Empty the trash can.
- Print all for the marking team

### 💯 Marking team's instruction

- N/A

## Day_3-Front Office_3_Desk_A_A3

📎 Ref. annex 12

Competitors are at the front desk for 30 minutes. It includes 5 minutes preparation.

They will have to deal with 3 situations.

- **Guest 3:** Mr Richard GINO is checking out of the hotel. He had a nice stay and want to pay the extra part of his bill.
- **Guest 4:** Ms Travis is in her room waiting for a delivery from Apple.
- **Staff 1:** An delivery guy comes in during the check-out. He has a delivery for **Guest 4** Mr. Lawrence Travis, room 401.
- **Guest 6:** Ms Latisha SHEPPARD comes down from the room 1-2 minutes after the delivery guy and sit in the lobby, waiting for her Uber.

### ✅ Preparation

- PMS: split the bill for Mr Gino (one folio to the company).
- Need a shopping bag or card box for the delivery.
- Need clipboard or tablet for signature
- Prepare credit card for Mr Gino
- Prepare handover book

    - Reminder: with all corporate contracts, accommodation is paid by the company

### 💬 Competitor's instruction

- It is 9:38am
- You are alone at the desk; managers are in a meeting.

### 🧑‍🤝‍🧑 ESR's instruction

- Timekeeping for interactions
- Check computers are cleared.
- Check browsing history is cleared.
- Protel is logged out, no password saved.

### 💯 Marking team's instruction

- Familiarize yourself with the marking form

## Day_3-Front Office_4_Desk_B_A4

📎 Ref. annex 13

Competitors are at the front desk for 30 minutes. It includes 5 minutes preparation.

They will have to deal with 2 situations.

- **Anonymous 1:** Mrs Adela ROMERO crosses the lobby to go to her room.
- After: **Guest 1:** Mr Ian DANIELS is checking in at the hotel. He has no reservation.
- **Guest 7:** During the check-in, Mrs Leann OWENS calls reception: she wants a taxi in 5 minutes for the Harbour then she comes down to the lobby.

✅ **Preparation**

- Prepare passport, credit card and cash for Mr DANIELS
- Prepare handover book

💬 **Competitor's instruction**

- The room attached can be whatever room you want as long as the room you choose is not occupied and clean.
- It is 4:17pm
- You are alone at the desk; managers are in a meeting.

🔀 **ESR's instruction**

- Timekeeper for interactions
- Check computers are cleared.
- Check browsing history is cleared.
- Protel is logged out, no password saved.

💯 **Marking team's instruction**

- Familiarize yourself with the marking form

## Day_3-Speed Modules_3_D3

- 📎 Ref. annex 14-1 (Competitor)
- 📎 Ref. annex 12-2 (presentation)

Competitors have to identify 10 VIPs from a picture.

They have a list of 15 names.

### ✅ Preparation

- Print annex 09-1, 1x per Competitor + some for the public
- Power point (annex 09-2)

### 💬 Competitor's instruction

- A good receptionist should be able to recognise a VIP if he/she comes into the hotel.
- Competitors have 5 minutes to familiarize themselves with the list.
- Competitors have 5 minutes to look at 10 photos of VIP (30 sec per photo).
- Competitors write the number of the photo in front of each name.
- They have an extra 10 minutes at the end.

### 🔧 ESR's instruction

- Timekeeper
- Public entertainment: distribute paper, offer them to try and participate.

### 💯 Marking team's instruction

- Collect all the papers.
- Ensure Competitors name is on top of each
- Answers below

| NAMES | PHOTO NUMBER |
|---|---|
| Volodymyr Zelensky | |
| Justin Trudeaux | 5 |
| Harry Styles | 9 |
| Abel Makkonen Tesfaye from The Weeknd | 2 |
| Novak Djokovic | 1 |
| Margaret Atwood | 4 |
| King Charles III | |
| Avril Lavigne | |
| Justin Bieber | |
| Ryan Gosling | 7 |
| Wayne Gretzky | |
| Celine Dion | 10 |
| Meghan Markle | 3 |
| Chris Hemsworth | 8 |
| Gaurav Dutta | 6 |

# C4

| C4 | FRONT DESK 1 *DAY_4-MIXED_3_DESK_A_B3* | FRONT DESK 2 *DAY_4-MIXED_4_DESK_B_B4* | BACK | ASSESSMENT *DAY_4-ASSESSMENT CENTRE_2_E2* |
|---|---|---|---|---|
| **8h00** | | | | |
| **9h00** | **Group 2** 5, 6, 7, 8 | **Group 1** 1, 2, 3, 4 | | **Group 3 & 4** |
| **11h00** | **Group 4** 13, 14, 15, 16 | **Group 3** 9, 10, 11, 12 | | |
| **12h00** | **Lunch** C x12 + E x8 **Group 1 & 2** + 2 from desk 1 + 2 from desk 2 | | | |
| **12h45** | **Lunch** | | | |
| **13h30** | **Lunch** | | | |
| **14h00** | **Speed Module** *Day_4-Speed Modules_4_D4* | | | |
| **14h30** | **Group 3** 9, 10, 11, 12 | **Group 4** 13, 14, 15, 16 | | **Group 2 & 1** |
| **16h30** | **Group 1** 1, 2, 3, 4 | **Group 2** 5, 6, 7, 8 | | |
| **18h30** | | | | |
| **19h00** | **Diner** (1st service) | | | |
| **20h00** | **Diner** (2nd service) | | | |

## Day_4-Assessment Centre_2_E2

📎 Ref. annex 15

The front office manager had to go away and asks you to lead the handover to the next shift.

Each Competitor receives an email from his FOM with the instructions to pass on.

The Competitor has 30 minutes to prepare.

Each Competitor will have 10 minutes to present.

Every Competitor has a different email.

Every email has:

- A question for another Competitor with an opportunity to engage the group
- A standard of the day to remind the team
- One good news to share
- A sales opportunity to share and discuss

### ✅ Preparation

- No chairs, Competitors are standing.
- Handheld microphone check
- Distribute blank paper and clipboards to Competitors
- Print the annex 15

### 💬 Competitor's instruction

- No computers or internet allowed
- You received an email from your FOM.
- Your pick one at random
- You have 30 minutes to prepare.
- You will have 10 minutes to present.

### 🔁 ESR's instruction

- Timekeeper
- Collect all notes at the end

### 💯 Marking team's instruction

- Familiarize yourself with the marking form.
- Take many notes!

## Day_4-Mixed_3_Desk_A_B3

📎 Ref. annex 16

Competitors are at the front desk for 15 minutes, then go to the Backoffice for 45 min, then come back for 15 min.

Part 1

- **Guest 2** Mr. Hassan AL SAUD wants the receptionist to organize a VIP Tour for tomorrow for him and his wife.

Part 2

- **Guest 2:** When he comes back, he complains about the fact that his room has not been done.
- Then he asks about the tour.

### ✅ Preparation

- Check correct date of business in the PMS.
- Mark AL SAUD's room as dirty in the PMS (118)
- Print city maps.
- Prepare handover book.

### 💬 Competitor's instruction

- It is 6:03 pm
- You have 15 minutes max at the desk in part 1.
- Then you go to the back-office. You have 45 minutes.
- Computers and internet are allowed but no outside communication (emails, chat, etc.).
- You come back for part 2: 15 minutes max.

### 🔁 ESR's instruction

- Timekeeper: Competitors can have less time at the front if the situation finishes earlier but they must have 45 minutes at the back.
- Competitor's guide.
- Competitor's supervision.
- Check computers are cleared.
- Check browsing history is cleared.
- Protel is logged out, no password saved.

### 💯 Marking team's instruction

- Familiarize yourself with the marking form.
- Take many notes!

# Day_4-Mixed_4_Desk_B_B4

📎 Ref. annex 17

Competitors are at the front desk for 15 minutes, then go to the Backoffice for 45 min, then come back for 15 min.

Part 1

- **Guest 1:** Mr Ian DANIELS comes to reception on his way to the doctor. Several spots appeared on his arm and legs and he is a bit worried.
- During the interaction, **Anonymous 2:** Mr. David GREENE is leaving the hotel.

Part 2

- Nothing happens for a few minutes
- Then**, Anonymous 2:** Mr. David GREENE comes back and crosses the lobby.
- Nothing happens again.
- Then, **Guest 1:** Mr Ian DANIELS comes back. He went to the doctor and wants to change room.

✅ **Preparation**

- Check correct date of business in the PMS.
- Print city maps.
- Prepare handover book
- PMS make sure all rooms are clean.

💬 **Competitor's instruction**

- The room attached to desk is a King. It's not occupied, and it is clean/inspected.
- It is 10.09 am
- You are alone at the desk; managers are in a meeting.
- You have 15 minutes max at the desk in part 1.
- Then you go to the back-office. You have 45 minutes.
- Computers and internet are allowed but no outside communication (emails, chat, etc.).
- You come back for part 2: 15 minutes max.

🔛 **ESR's instruction**

- Timekeeper: Competitors can have less time at the front if the situation finishes earlier but they must have 45 minutes at the back.
- Competitor's guide.
- Competitor's supervision.
- Check computers are cleared.
- Check browsing history is cleared.
- Protel is logged out, no password saved.

💯 **Marking team's instruction**

- Familiarize yourself with the marking form.
- Take many notes!

## Day_4-Speed Modules_4_D4

📎 Ref. annex 18-1

📎 Ref. annex 18-2

A good receptionist knows his hotel and the services available.

Competitors have 15 minutes to answer 15 questions about the hotel.

### ✅ Preparation

- Print annex 18-1, 1x per Competitor
- Power point (annex 18-2)

### 💬 Competitor's instruction

- A receptionist knows his hotel like the back of his hand.
- Competitors have 15 minutes to answer 15 questions about the hotel and the services available.
- They have an extra 5 minutes at the end.

### 🔀 ESR's instruction

- Timekeeper
- Public entertainment

### 💯 Marking team's instruction

- Collect all the papers.
- Ensure Competitors name is on top of each
- Answers below

1. What is the hotel phone number?
+1 416 963 6300
2. What is the name of the biggest suite?
    Bellair Suite
3. What room type is room 101?
    Deluxe (DELX)
4. What are the SPA opening hours?
    *Monday to Sunday: 10 AM to 7 PM*
5. What is the number for emergency services?
    *911*
6. How many choices are available on the pillow menu?
    *five choices*
7. How many meeting rooms does the hotel have?
    *four meetings room*
8. What is the price for an early check-in?
    *From 8am: price for the night before*
    *From 12pmm: 300 CA$*
9. What is the price for the 24-hour valet parking?
    *59 CAD per day*
10. What are the breakfast opening hours?
    *Weekdays 6:30AM - 11:30AM*
    *Weekends 6:30AM-3:30PM*
11. What type of bedroom can sleep four persons?
    *Luxury Queen*
12. Give one connecting room number and the connecting suite?
    *414 x 425 (hazel)*
    *321 x 325 (avenue)*
    *221 x 225 (bellair)*
13. Give the room number for a disabled/accessible room?
    *103, 110, 111, 121, 221*
14. What floor is the avenue suite on?
    *3rd floor*
15. On the 3rd, what is the room number the closest to the elevator/stairs?
    *317*

# Instructions to the Competitor

Instructions are given at the beginning of each module.

## Groups

Competitors are divided into groups.

Competitors' numbers are drawn from a hat during Familiarization Day

**Group 1:**

1. Competitor 1
2. Competitor 2
3. Competitor 3
4. Competitor 4

**Group 2:**

1. Competitor 5
2. Competitor 6
3. Competitor 7
4. Competitor 8

**Group 3:**

1. Competitor 9
2. Competitor 10
3. Competitor 11
4. Competitor 12

**Group 4:**

1. Competitor 13
2. Competitor 14
3. Competitor 15
4. Competitor 16

# Familiarization

- The PMS system is Protel: https://app.protel.net

  - You all have your own hotel.
  - Make sure to logout at the end of each module.
  - Do not save the passwords on the computers
  - You are not allowed to make any changes during familiarization and outside of competition hours.

- The handover is: https://hazelhotel.dmbook.pro/

  - You all have your own hotel.
  - Make sure to logout at the end of each module.
  - Do not save the passwords on the computers
  - The hotel information pack is on it too
  - You are not allowed to make any changes during familiarization and outside of competition hours.

- Actors always play the same guests unless specifically instructed otherwise
- Specific instructions will be given at the beginning of each module:

  - What is allowed or not (internet, PMS, etc.)
  - The time of day
  - Etc.

- During modules, you use the phone to call whoever you want but someone will not always answer
- Have you any questions about the 5 types of modules?
- Rules reminder:

  - Only language allowed on the workshop during competition is English.
  - You are not allowed to talk to your Expert during competition time. Only in the morning during the communication and at the end of the day.
  - You must be accompanied to the bathroom.
  - You are not allowed mobile phones, connected watch, etc. Any means of communication to the outside.
  - You are not allowed to leave the Competitors' room unless instructed to do so or accompanied by someone.

- Make sure you have a book or something low-tech to keep busy while you're not in a module.

# Equipment, machinery, installations, and materials required

See Infrastructure list.

# Marking Scheme

See attached Marking Scheme.

# Actors' timetable

| | C1 06/10 | C2 07/10 | C3 08/10 | C4 09/10 | TYPE | NOTE |
|---|---|---|---|---|---|---|
| G1 | | | ON Desk_B_A4 | ON Desk_B_B4 | Male | suitcase |
| G2 | | | | ON Desk_A_B3 | Male, from Saudi Arabia | |
| G3 | ON Desk_B_A2 | | ON Desk_A_A3 | | Male | suitcase |
| G4 | ON Desk_B_A2 | | ON Desk_A_A3 | | Male | |
| G5 | ON Desk_A_A1 | | | | Male | suitcase |
| G6 | ON Desk_A_A1 | | ON Desk_A_A3 | | Female | |
| G7 | | | ON Desk_B_A4 | | Female | |
| G10 | | ON Desk_B_B2 | | | Male | |
| G11 | | ON Desk_A_B1 | | | Female | |
| S1 | | | ON Desk_A_A3 | | Male or female | shopping bag or card box |
| S2 | ON Desk_A_A1 | | | | Male or female in a black suit | |
| A1 | ON Desk_B_A2 | ON Desk_A_B1 | ON Desk_B_A4 | | Female | |
| A2 | ON Desk_B_A2 | ON Desk_A_B1 | | ON Desk_B_B4 | Male | |
| HR1 | | ON Assessment Centre_1_E1 | | | Male or female Business style | |

| HR2 | | ON Assessment Centre_1_E1 | | | Male or female Business style | |
|-----|---|---|---|---|---|---|
| HR3 | | ON Assessment Centre_1_E1 | | | Male or female Business style | |

# Actors' detailed timetable

| | C1<br>06/10 | C2<br>07/10 | C3<br>08/10 | C4<br>09/10 | NAME | ROOM |
|---|---|---|---|---|---|---|
| G1 | | | C/IN | COMPLAINT | Mr Ian DANIELS | 406 |
| G2 | | | | TOURISM | Mr Hassan AL SAUD | 118 |
| G3 | C/IN | | C/OUT | | Mr Richard GINO | 205 |
| G4 | ATTENDING | | ATTENDING | | Mr Lawrence TRAVIS | 401 |
| G5 | C/OUT | | | | Mr Toby GENTRY | 109 (DNM) |
| G6 | EXTRAORDINARY | | DISTRACTION | | Ms Latisha SHEPPARD Mr John SHEPPARD | 210 |
| G7 | | | ATTENDING | | Ms Leann OWENS | 102 |
| G10 | | RESA | | | Mr Dirk BARRERA, pour réserver pour famille Mr Taylor KEMP | N/A |
| G11 | | TOURISME | | | Ms Teresa WATERS | 414 |
| S1 | | | ATTENDING | | Adam or Veronica | N/A |
| S2 | EXTRAORDINARY | | | | Brendan or Emma | N/A |
| A1 | DISTRACTION | DISTRACTION | DISTRACTION | | Ms Adela ROMERO | 209 |
| A2 | DISTRACTION | DISTRACTION | | DISTRACTION | Mr Greene DAVID | 216 |