

WORLD SKILLS SINGAPORE 2023
TECHNICAL DESCRIPTION
HOTEL RECEPTION



Skill Competition

1. This competition covers check-in process, managing guest complaints, providing concierge services and guest billing matters.
2. Conducted as an individual event, competitors are given 18 hours over 2 days to complete the Test Projects for this competition.

Scope of Work

3. Competitors must be able to demonstrate competencies in the following areas based on provided SOPs:
 - 3.1. Reservations Process
 - Use of the basic reservation functions of OPERA
 - Create profiles in OPERA
 - Create Room Reservation with Multiple Profiles, Reservation with Negotiated and Fixed Rate, Corporate/ Travel Agent/ FIT reservations
 - Illustrate how to cancel and reinstate room reservations
 - 3.2. Check-In Process
 - Perform a Check-In procedure for a guest with an existing reservation with the required registration process
 - Perform a Check-In procedure for a walk in guests with the required registration process
 - Electronic/Manual systems for Checking in guests
 - Maintain all necessary documentation and information relating to guests
 - Procedures and Protocol for issuance of keys
 - Advise on transferring guest's luggage to guest's rooms and organized transfers when needed
 - Ensure proper mode of payment is obtained to ensure a smooth check out on departure
 - 3.3. Concierge Services
 - Promote the local area, through experiences and provide guidance to the guest based on their needs

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- Plan trips, book tickets and make reservations on behalf of the guest
 - Assist with transfer/ transportations
 - Perform research to obtain information and ensure that all information is up to date

3.4. Handling Guest Complaints/Issues (In the absence of Manager)

- Demonstrate foresight in anticipating potential problems and complaints
- Putting the complainant at ease, including moving to an appropriate location is required. Asked questions appropriately and sensitively. Showing consideration and empathy
- Basic techniques for investigation and analysis to provide effective resolution to the guest issue
- Be able to provide effective resolution that is appropriate to the situation

3.5. Check-Out Process

- Various payment method (i.e. Cash, Debit and Credit Cards, Company accounts)
- Demonstrate competency and proficiency in the following cashiering task:
 - Receipt History
 - Settlement and early departure
 - Quick check-out
 - Adjusting charges
 - Correct/edit charge
 - Create guest folios
 - Post and transfer charges
 - Preview/print/file guest folios
 - Execute refund or Pay-out

3.6. Scenario

- Demonstrate competency and proficiency in the following:
 - Solution and reaction when dealing with the situation
 - Manner in dealing the case
 - The way of anticipation of guest needs and go extra miles
 - Social Skill

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4. Competitors must be able to demonstrate competency in the following theoretical knowledge:
- Basic knowledge of Front Office Operations and Organizational Structure
 - Cultural, historical and tourist information for the local area
 - Options of public transportation
 - Local cuisine recommendation

Assessment

5. Competitors will be assessed based on measurement and judgement marking.
6. The assessment criteria and relative weighting of marks are as follows:

Criterion		Marks
A	Reservation	10
B	Check-In Process	25
C	Check-Out Process	25
D	Handling Guest Complaints/Issues	15
E	Concierge Services	10
F	Class Test	5
G	Scenarios	10
Total		100

Major Tools & Materials

7. The following tools and materials will be used in the competition:
- 7.1. Property Management System
- 7.2. Equipment and Tools
- Printer
 - Laptop/Desktop
 - Computer Monitor
 - Sample currency for cash transaction
 - Key sleeve and electronic key cards
 - Luggage Tags
 - A4 printing paper

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- Sample name cards
 - Sample passport
 - Singapore Tourist Maps and Brochures
 - Guest (Role Player)
 - Stationery/Envelope
 - LCD TV
 - Pen
 - Writing Materials