

Technical Description

Hotel Reception



WorldSkills International, by a resolution of the Competitions Committee and in accordance with the Constitution, the Standing Orders, and the Competition Rules, has adopted the following minimum requirements for this skill for the WorldSkills Competition.

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1 Introduction

1.1 Name and description of the skill competition

1.1.1 The name of the skill competition is

Hotel Reception

1.1.2 Description of the associated work role(s) or occupation(s)

Globalization, social and demographic changes, the evolution in transport and the rise of new technologies are decisive factors in the evolution of the tourism industry and travel for business. Travel and tourism therefore plays an important role in social and economic growth throughout the world. The industry needs to take into consideration the importance of sustainability and global environment.

Hotels of many types, sizes and ownership are an essential part in this industry, providing accommodation and associated services to guests from across the globe. They may be part of international hotel chains which market their services on consistency and familiarity for the frequent or regular guest. Alternatively, they may promote distinct characteristics based on their locality, history, architecture, and targeted clientele. Quality and price generally go together; for reserving accommodation, an international rating system of stars can provide a reasonable indication of what might be expected within the range of prices associated with a locality.

The role of Hotel Receptionist is key to every hotel establishment. At the hotel's reception area guests receive their first impression of the hotel and therefore of their probable hotel experience. This is where the primary communication with the hotel staff is established. The quality, courtesy and promptness of service can make a great difference, positively or negatively, to the guest's relationship with the hotel and their satisfaction during their stay. This in turn affects the hotel's reputation and repeat business.

The Hotel Receptionist's work is more and more flexible, not limited anymore to the hotel's front desk. Hotel receptionists must be agile, adaptable, multitasking, and need to use a wide range of hard and soft skills continuously. These may include knowledge of local and general tourism information, good verbal and written English, computer literacy, good manners and conduct and grooming, excellent communication and social skills, understanding cultural diversity, skilled in problem solving, competent with figures and cash handling, and in applying procedures for reservations, reception, guest services, check out and revenue management.

If the Hotel Receptionist possesses these skills and uses them well, the scope for promotion and mobility is great. This is a truly international and global occupation in an open and fluid part of the service sector.

1.1.3 Number of Competitors per team

Hotel Reception is a single Competitor skill competition.

1.1.4 Age limit of Competitors

The Competitors must not be older than 22 years in the year of the Competition.

1.2 The relevance and significance of this document

This document contains information about the standards required to compete in this skill competition, and the assessment principles, methods, and procedures that govern the competition.

Every Expert and Competitor must know and understand this Technical Description.

In the event of any conflict within the different languages of the Technical Descriptions, the English version takes precedence.

1.3 Associated documents

Since this Technical Description contains only skill-specific information it must be used in association with the following:

- WSI – Code of Ethics and Conduct
- WSI – Competition Rules
- WSI – WorldSkills Occupational Standards framework
- WSI – WorldSkills Assessment Strategy
- WSI online resources as indicated in this document
- WorldSkills Health, Safety, and Environment Policy and Regulations
- WorldSkills Standards and Assessment Guide (skill-specific)

2 The WorldSkills Occupational Standards (WSOS)

2.1 General notes on the WSOS

The WSOS specifies the knowledge, understanding, skills, and capabilities that underpin international best practice in technical and vocational performance. These are both specific to an occupational role and also transversal. Together they should reflect a shared global understanding of what the associated work role(s) or occupation(s) represent for industry and business (www.worldskills.org/WSOS).

The skill competition is intended to reflect international best practice as described by the WSOS, to the extent that it can. The Standard 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 Standard 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. This is often referred to as the “weighting”. The sum of all the percentage marks is 100. The weightings determine the distribution of marks within the Marking Scheme.

Through the Test Project, the Marking Scheme will assess only those skills and capabilities that are set out in the WorldSkills Occupational Standards. They will reflect the Standards as comprehensively as possible within the constraints of the skill competition.

The Marking Scheme will follow the allocation of marks within the Standards to the extent practically possible. A variation of up to five percent is allowed, if this does not distort the weightings assigned by the Standards.

2.2 WorldSkills Occupational Standards

Section		Relative importance (%)
1	Work organization and self-management	15
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> • The services and facilities offered by hotels and their tariffs • Legal requirements of hotels regarding check-in, health and safety, discrimination, guests' property, guests' behaviour, service of alcohol, sale of goods and services, data protection • The rules in the event of an evacuation of hotels and the systems of first point of call for emergency services • The facilities available for guests with disabilities • The structure, role, and requirements of front office operations within the hotel industry • Reporting structures, shift patterns and types of staff • The management of the guest cycle • The types of customer likely to use the hotel. 	

Section		Relative importance (%)
	<ul style="list-style-type: none"> • The commitment of the hotel to sustainable development, its policies, and the implications of these commitments and policies for work organization and self-management • The internal and external audit procedures • The company business structure and business model • How innovation and creativity can be applied in work organization and self-management to enhance the efficiency and quality of service • The principles of problem-solving in dealing with unexpected situations and challenges 	
	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> • Deal effectively with guest-related unexpected situations through the application of innovative problem-solving strategies • Maintain health and safety for guests, colleagues, and visitors • Identify oneself with one's organization and its goals • Hand over to the next shift ensuring that all information is passed on • Prioritize work effectively and multitask, demonstrating innovative approaches to managing workload and organizing work • Use creative thinking to enhance efficiency and service quality. • Ensure that the reception area is well presented in terms of appearance, signage, cleanliness • Apply rules and guidance relating to guests' security • Maintain guests' privacy • Apply all legislation relating to the sale and service of goods and services within hotels • Apply internal audit procedures (housekeeping, accounting, etc.) • Practise sustainable work habits and contribute to the organization's sustainability objectives 	
2	Communication, customer care, and interpersonal skills	36
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> • The importance of effective communications with guests and other departments (team members, managers) • Procedures and guidance for communicating with guests and other departments of the hotel • Barriers to effective communication and how to overcome them using creative problem-solving techniques • Hotels' policies regarding uniform and personal appearance • The importance of personal presentation • The importance of hotel reception areas in creating a first impression • The use of correct titles and protocols • The links between hotel reception functions and other departments 	

Section		Relative importance (%)
	<ul style="list-style-type: none"> • The role of reception as the hub for communications between departments • The difference in cultures, religions, genders, ethnicities • The importance of public relations • The role and importance of the new technologies in communication • The importance of verbal and non-verbal communication 	
	<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, using creativity when required • Provide accurate and comprehensive information about hotels' services and facilities • Maintain good professional relations and communications with colleagues and suppliers • Receive and deliver information from/to colleagues and suppliers • Communicate effectively and in a timely manner with other departments within hotels • Maintain good professional relations and communications with guests • Receive and deliver information from/to guests • 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 and personal appearance • Be aware of and react appropriately to verbal and non-verbal communications such as body language and gestures • Apply listening techniques effectively (i.e. active listening) • Engage in appropriate and professional conversation • Demonstrate self-confidence in dialogue • Use tact and diplomacy • Effectively resolve conflicts • Respond to special requests • Adjust and adapt to different cultural backgrounds (cultures, religions, genders, ethnicities, disabilities...) • Effectively use new technologies to communicate with guests and colleagues • Apply creativity and innovation to improve the quality of interaction • Demonstrate problem-solving abilities in resolving communication issues • Incorporate sustainable practices in communication and customer care 	
3	Hotel reservation and revenue management procedures	3
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> • Room allocation procedures including software solutions 	

Section		Relative importance (%)
	<ul style="list-style-type: none"> • The place of central reservations within a hotel chain • Software systems used to manage hotel reservations and availability • The rate structure • The status of provisional, confirmed, and guaranteed bookings • Policies regarding deposits and procedures for taking a deposit at the point of booking • Release times for rooms • Hotels' policies regarding overbooking • All documentation used within hotels relating to reservations • Hotels' policies regarding revenue management • How to apply creative thinking to optimize revenue management. • How to problem-solve revenue management situations. • Policies relating to the use of all distribution channels available • The hotel terms and conditions • The importance and roles of the distribution partners 	
	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> • Take reservations in person, over the telephone, by e-mail, booking platforms or letters for individuals and groups • Take reservations via approved agents or brokers and record appropriately • Request and take deposits/prepayments according to hotels' policies • Allocate rooms according to hotels' policies and procedures • Record requests for additional services or sales to ensure delivery and appropriate charging • Apply the hotel revenue management policies, incorporating innovative strategies for optimal results • Implement problem-solving techniques in complex reservation and revenue management situations • Utilize creative thinking to enhance reservation and revenue management procedures 	
4	Check-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 • Digital tools and manual systems for check-in guests • Procedures and protocols for issuing keys • Different types of traditional and electronic room keys • Hotel policies registration requirements • the function and updating of guests' profiles • Applicable privacy laws and policies • Usual guest requests such as early morning calls, newspapers, breakfast, room service • Automated check-in procedures 	

Section		Relative importance (%)
	<ul style="list-style-type: none"> • Procedures for dealing with guests' luggage, belongings, and car parking • Group check-in procedures • Overbooking policies • The potential to enhance the check-in experience with new creative approaches • Problem-solving strategies for challenging check-in situations • The role of sustainable practices within the context of check-in procedures 	
	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> • Accept walk-in bookings based on room availability, agreeing rates and payment according to hotels' policies • Check in guests according to hotels' policies and procedures • Maintain all necessary documentation and information relating to guests • Issue room keys to guests • Provide directions to allocated rooms and information about hotel services and facilities • Request and take instructions for additional services and sales • Ensure payment instructions, monitor credit authorization to prepare for smooth check-outs • Manage guests' luggage and organize transfers according to hotels' policies • Prepare and deal efficiently with arrivals of groups • Handle efficiently overbooking and book-out situations • Assist guest with online or precheck-in • Utilize problem-solving techniques to resolve challenging check-in scenarios • Incorporate creative thinking to improve the check-in experience for guests • Incorporate sustainable practices during check-in procedures 	
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 and computerized systems • Types of account (individual, city ledger, master accounts) • Posting charges to the guests' bills such as restaurant charges, room service, bar, paid outs • Credit control systems • Bad debts and how hotels manage them • How to use data including guest profiles, mailing lists, databases, accounts 	

Section		Relative importance (%)
	<ul style="list-style-type: none"> • The hotel Key Performance Indicators such as room statistics: room and sleeper occupancy, average room rates, revenue management, gross operating profit • How to access data to improve revenue using creative and innovative approaches • General office and administrative procedures and processes • The importance and means of security relating to handling and recording all forms of payments (cash, currencies, cards) • The role of innovation and creativity in streamlining administration and back office procedures • The role and benefits of sustainable practices within the context of administrative and back-office procedures 	
	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> • Use computers and software packages • File documents and data physically and electronically • Handle and account for all payment methods • Manage currency exchange as required • Conduct general office and administrative procedures • Calculate currency exchanges and transactions with appropriate commission according to hotels' policies • Post charges to guests' accounts accurately • Using systems automations available • Maintain credit systems in line with hotels' policy • Generate any guest related document (confirmations, letters, etc.) • Implement problem-solving techniques in complex administrative situations • Use innovative methods to enhance efficiency in administrative procedures • Adopt sustainable practices where relevant in back-office operations • Analyse the hotel KPIs 	
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 through innovative approaches • The role of the hotel receptionist in promoting repeat bookings • The impact of visual displays, promotional materials online and offline • The role and benefits of loyalty programmes • How to promote hotels online (website, OTA, social medias, new technologies, etc) • The role of revenue management and online distribution 	

Section		Relative importance (%)
	<ul style="list-style-type: none"> • The different partners and third parties used to generate sales, and their respective roles • How creative thinking and problem-solving can drive successful sales promotions • The importance and potential benefits of integrating sustainable practices into sales promotions 	
	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> • Promote and sell hotel services and facilities to guests when making reservations, on arrival and during their stay • Maximize sales, room occupancy, room charges in line with hotels' policies and revenue management • Book additional services such as taxis, flowers, and theatre tickets on behalf of guests • Create effective promotional displays in reception areas and online using innovative designs • Respond to hotel or hotel group advertising and promotional activities • Manage price resistance using problem-solving skills • Promote and sell loyalty programmes, recognize members and ensure they receive the appropriate benefits • Apply innovative and creative strategies in sales promotions • Implement sustainable practices in sales promotions, such as minimizing waste in promotional materials 	
7	Managing complaints	8
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> • Hotels' 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 • Hotel's e-reputation policies • Impact of sustainable practices on customer satisfaction and potential complaints 	
	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> • Demonstrate foresight in anticipating potential problems and complaints • Put complainants at ease, including moving to appropriate locations as 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, opinion, or assumption 	

Section		Relative importance (%)
	<ul style="list-style-type: none"> • Refer to hotels' procedures in order to identify options and solutions • Apply hotels' procedures as appropriate to the situation, also considering innovative, outside-the-box solutions • Refer matters to line managers where they go beyond their personal authority • Check satisfaction after the recovery of service • Manage the hotel e-reputation • Address complaints related to sustainability efforts and improve these efforts based on customer feedback 	
8	Check-out procedures	3
	<p>The individual needs to know and understand:</p> <ul style="list-style-type: none"> • Check-out times • Billing procedures on guests' departure • Various types of payment methods • Procedure for accounting for advance deposits when preparing guests' bills and receiving payment • How to account for any refunds • Applicable taxes and how they apply to hotel bills • Documentation relating to checking out and guests' departure • Online and/or express check-out procedures • Late check-out procedures and policy • How to manage check-outs for large groups and parties • The integration of sustainable practices into check-out procedures, including the reduction of paper use • The impact of new technologies and innovative solutions on the check-out process 	
	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> • Check-out guests according to hotels' policies and procedures • Manage express check-outs and late check-outs • Manage check-outs for large groups or parties • Receive payments • Account for advance deposits received by hotels and any refunds due to guests • Apply relevant taxes appropriately • Promote and facilitate the use of express, online or otherwise automated check-out procedures to improve efficiency and reduce environmental impact • Adapt to new technologies and systems introduced to streamline the check-out process • Solve issues that arise during the check-out process quickly and creatively. • Collect feedback on guests' experiences, including their perception of the hotel's sustainability efforts 	

Section		Relative importance (%)
9	Promotion of the local area	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 transportation, with a focus on eco-friendly choices • The variety of the local cuisine and local food sourcing practices • Aspects of local communications and tradition • Know how to obtain new information fast by using new technologies • Awareness of local initiatives and activities that align with the principles of sustainability • The importance of promoting local businesses to support community development • The potential advantages of promoting sustainable practices in the local area 	
	<p>The individual shall be able to:</p> <ul style="list-style-type: none"> • Promote destinations through storytelling, experiences, and guidance, including sustainable and culturally enriching experiences • Plan trips, book tickets and make reservations on behalf of guests prioritizing eco-friendly options where possible • Anticipate guests' needs and promote destinations accordingly • Assist with transportation, suggesting public or green transportation options when suitable • Research, obtain and keep information up to date • Learn by heart the most important subjects, to be able to provide guests with quick responses • Collect feedback on guests' experiences • Incorporate innovative strategies to better promote local area, using digital tools and platforms • Address problems or issues guests may encounter when exploring the local area 	
	Total	100

3 The Assessment Strategy and Specification

3.1 General guidance

Assessment is governed by the WorldSkills Assessment Strategy. The Strategy establishes the principles and techniques to which WorldSkills assessment and marking must conform.

Expert assessment practice lies at the heart of the WorldSkills Competition. For this reason, it is the subject of continuing professional development and scrutiny. The growth of expertise in assessment will inform the future use and direction of the main assessment instruments used by the WorldSkills Competition: the Marking Scheme, Test Project, and Competition Information System (CIS).

Assessment at the WorldSkills Competition falls into two broad types: Measurement and Judgement. For both types of assessment, the use of explicit benchmarks against which to assess each Aspect is essential to guarantee quality.

The Marking Scheme must follow the weightings within the Standards. The Test Project is the assessment vehicle for the skill competition, and therefore also follows the Standards. The CIS enables the timely and accurate recording of marks; its capacity for scrutiny, support, and feedback is continuously expanding.

The Marking Scheme, in outline, will lead the process of Test Project design. After this, the Marking Scheme and Test Project will be designed, developed, and verified through an iterative process, to ensure that both together optimize their relationship with the Standards and the Assessment Strategy. They will be agreed by the Experts and submitted to WSI for approval together, to demonstrate their quality and conformity with the Standards.

Prior to submission for approval to WSI, the Marking Scheme and Test Project will liaise with the WSI Skill Advisors for quality assurance and to benefit from the capabilities of the CIS.

4 The Marking Scheme

4.1 General guidance

This section describes the role and place of the Marking Scheme, how the Experts will assess Competitors' work as demonstrated through the Test Project, and the procedures and requirements for marking.

The Marking Scheme is the pivotal instrument of the WorldSkills Competition, in that it ties assessment to the standard that represents each skill competition, which itself represents a global occupation. It is designed to allocate marks for each assessed aspect of performance in accordance with the weightings in the Standards.

By reflecting the weightings in the Standards, the Marking Scheme establishes the parameters for the design of the Test Project. Depending on the nature of the skill competition and its assessment needs, it may initially be appropriate to develop the Marking Scheme in more detail as a guide for Test Project design. Alternatively, initial Test Project design can be based on the outline Marking Scheme. From this point onwards the Marking Scheme and Test Project should be developed together.

Section 2.1 above indicates the extent to which the Marking Scheme and Test Project may diverge from the weightings given in the Standards, if there is no practicable alternative.

For integrity and fairness, the Marking Scheme and Test Project are increasingly designed and developed by one or more Independent Test Project Designer(s) with relevant expertise. In these instances, the Marking Scheme and Test Project are unseen by Experts until immediately before the start of the skill competition, or competition module. Where the detailed and final Marking Scheme and Test Project are designed by Experts, they must be approved by the whole Expert group prior to submission for independent validation and quality assurance. Please see the Competition Rules for further details.

Experts and Independent Test Project Designers are required to submit their Marking Schemes and Test Projects for review, verification, and validation well in advance of completion. They are also expected to work with their Skill Advisor, reviewers, and verifiers, throughout the design and development process, for quality assurance and in order to take full advantage of the CIS's features.

In all cases a draft Marking Scheme must be entered into the CIS at least eight weeks prior to the Competition. Skill Advisors actively facilitate this process.

4.2 Assessment Criteria

The main headings of the Marking Scheme are the Assessment Criteria. These headings are derived before, or in conjunction with, the Test Project. In some skill competitions the Assessment Criteria may be similar to the section headings in the Standards; in others they may be different. There will normally be between five and nine Assessment Criteria. Whether or not the headings match, the Marking Scheme as a whole must reflect the weightings in the Standards.

Assessment Criteria are created by the person or people developing the Marking Scheme, who are free to define the Criteria that they consider most suited to the assessment and marking of the Test Project. Each Assessment Criterion is defined by a letter (A-I). **The Assessment Criteria, the allocation of marks, and the assessment methods, should not be set out within this Technical Description. This is because the Criteria, allocation of marks, and assessment**

methods all depend on the nature of the Marking Scheme and Test Project, which is decided after this Technical Description is published.

The Mark Summary Form generated by the CIS will comprise a list of the Assessment Criteria and Sub Criteria.

The marks allocated to each Criterion will be calculated by the CIS. These will be the cumulative sum of marks given to each Aspect within that Assessment Criterion.

4.3 Sub Criteria

Each Assessment Criterion is divided into one or more Sub Criteria. Each Sub Criterion becomes the heading for a WorldSkills marking form. Each marking form (Sub Criterion) contains Aspects to be assessed and marked by Measurement or Judgement, or both Measurement and Judgement.

Each marking form (Sub Criterion) specifies both the day on which it will be marked, and the identity of the marking team.

4.4 Aspects

Each Aspect defines, in detail, a single item to be assessed and marked, together with the marks, and detailed descriptors or instructions as a guide to marking. Each Aspect is assessed either by Measurement or by Judgement.

The marking form lists, in detail, every Aspect to be marked together with the mark allocated to it. The sum of the marks allocated to each Aspect must fall within the range of marks specified for that section of the Standards. This will be displayed in the Mark Allocation Table of the CIS, in the following format, when the Marking Scheme is reviewed from C-8 weeks. (Section 4.1 refers.)

		CRITERIA								TOTAL MARKS PER SECTION	WSSS MARKS PER SECTION	VARIANCE
		A	B	C	D	E	F	G	H			
STANDARDS SPECIFICATION SECTION	1	5.00								5.00	5.00	0.00
	2		2.00					7.50		9.50	10.00	0.50
	3								11.00	11.00	10.00	1.00
	4			5.00						5.00	5.00	0.00
	5				10.00	10.00	10.00			30.00	30.00	0.00
	6		8.00	5.00				2.50	9.00	24.50	25.00	0.50
	7			10.00				5.00		15.00	15.00	0.00
TOTAL MARKS		5.00	10.00	20.00	10.00	10.00	10.00	15.00	20.00	100.00	100.00	2.00

4.5 Assessment and marking

There is to be one marking team for each Sub Criterion, whether it is assessed and marked by Judgement, Measurement, or both. The same marking team must assess and mark all Competitors. Where this is impracticable (for example where an action must be done by every Competitor simultaneously, and must be observed doing so), a second tier of assessment and marking will be put in place, with the approval of the Competitions Committee Management Team. The marking teams must be organized to ensure that there is no compatriot marking in any circumstances. (Section 4.6 refers.)

4.6 Assessment and marking using Judgement

Judgement uses a scale of 0-3. To apply the scale with rigour and consistency, Judgement must be conducted using:

- benchmarks (criteria) for detailed guidance for each Aspect (in words, images, artefacts, or separate guidance notes). This is documented in the Standards and Assessment Guide.
- the 0-3 scale to indicate:
 - 0: performance below industry standard
 - 1: performance meets industry standard
 - 2: performance meets and, in specific respects, exceeds industry standard
 - 3: performance wholly exceeds industry standard and is judged as excellent

Three Experts will judge each Aspect, normally simultaneously, and record their scores. A fourth Expert coordinates and supervises the scoring, and checks their validity. They also act as a judge when required to prevent compatriot marking.

4.7 Assessment and marking using Measurement

Normally three Experts will be used to assess each Aspect, with a fourth Expert supervising. In some circumstances the team may organize itself as two pairs, for dual marking. Unless otherwise stated, only the maximum mark or zero will be awarded. Where they are used, the benchmarks for awarding partial marks will be clearly defined within the Aspect. To avoid errors in calculation or transmission, the CIS provides a large number of automated calculation options, the use of which is mandated.

4.8 The use of Measurement and Judgement

Decisions regarding the choice of criteria and assessment methods will be made during the design of the competition through the Marking Scheme and Test Project.

4.9 Skill assessment strategy and procedures

WorldSkills is committed to continuous improvement including reviewing past limitations and building on good practice. The following skill assessment strategy and procedures for this skill competition take this into account and explain how the marking process will be managed.

The Assessment Criteria may contain the following Aspects:

Section A: Behaviour and personal presentation

- Attitude
- Posture
- Well organized
- Attentive to detail
- Efficiency
- In-depth understanding of cultural differences
- Ability to show drive

Section B: Communication

- Written communication skills
- Verbal communication skills
- Social skills with guests

- Services promotion

Section C: Reception service skills

- Telephone general operations
- Check-in
- Attending guests during their stay
- Touristic information
- Attentive to details
- Extraordinary and unexpected situations at the hotel
- Check out

Section D: Reservation service skills

- Room reservation procedures
- Arrival/Departure procedures
- Room Allocation

Section E: Cashier and other administrative operations skills

- Currency exchange
- Shift turnover
- Cashier
- Billing
- Understanding the importance of sales in the reception role
- Understanding the hotels main market and their segments
- Understanding the role of security in the reception role

Section F: Technical equipment skills

- Telephone
- Computer (Microsoft office and Reservation System)
- Photocopy machine
- Calculator

Judgement marking occurs immediately after each module.

The back-office must be away from the front-office so that Competitors cannot listen to each other during the performances, thus guaranteeing the fairness of the competition.

The back-office will be settled behind front-office scenery with a fake wall between the two spaces so that Competitors in the back-office will not listen their colleagues.

The Competition Organizer will provide an English-speaking person to look after Competitors while back-office tests take place.

5 The Test Project

5.1 General notes

Sections 3 and 4 govern the development of the Test Project. These notes are supplementary.

Whether it is a single entity, or a series of stand-alone or connected modules, the Test Project will enable the assessment of the applied knowledge, skills, and behaviours set out in each section of the WSOS.

The purpose of the Test Project is to provide full, balanced, and authentic opportunities for assessment and marking across the Standards, in conjunction with the Marking Scheme. The relationship between the Test Project, Marking Scheme, and Standards will be a key indicator of quality, as will be its relationship with actual work performance.

The Test Project will not cover areas outside the Standards or affect the balance of marks within the Standards other than in the circumstances indicated by Section 2. This Technical Description will note any issues that affect the Test Project's capacity to support the full range of assessment relative to the Standards. Section 2.1 refers.

The Test Project will enable knowledge and understanding to be assessed solely through their applications within practical work. The Test Project will not assess knowledge of WorldSkills rules and regulations.

Most Test Projects and Marking Schemes are now designed and developed independently of the Experts. They are designed and developed either by the Skill Competition Manager, or an Independent Test Project Designer, normally from C-12 months. They are subject to independent review, verification, and validation. (Section 4.1 refers.)

The information provided below will be subject to what is known at the time of completing this Technical Description, and the requirement for confidentiality.

Please refer to the current version of the Competition Rules for further details.

5.2 Format/structure of the Test Project

The Test Project is a series of separately assessed modules.

5.3 Test Project design requirements

Test Projects should reflect the purposes, structures, processes, and outcomes of the occupational role they are based on. They should aim to be a small-scale version of that role. Before focusing on practicalities, SMTs should show how the Test Project design will provide full, balanced, and authentic opportunities for assessment and marking across the Standards, as set out in Section 5.1.

The Test Project should:

- Be designed in a way to attract and engage spectators;
- Be based on one, two, or three real hotels located in a country whose Member does not have a Competitor in the skill;
- Include the Hotel Information Package;

The Hotel Information Package should:

- Contain information about the hotel (also known as Hotel Fact Sheet);
- Contain the relevant Hotel Standards Operating Procedures (SOP);
- Specify the relevant legal requirements use by the hotel;
- Specify the software's used for the purpose of the competition;
- Specify the staff grooming policy and hotel uniform.

The Test Project is designed in a series of both stand-alone and connected modules. There are five 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 backoffice, 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.

1. Front office module

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

1. Mixed front and back-office module

The Competitor goes at the front desk of the hotel. One or more situations arise. The Competitor then goes at the back office to work on the situations he/she faced at the desk. Finally, the Competitor comes back to the front desk to conclude the situations.

1. Back-office module

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

1. Speed module

All Competitors at the same time must perform one or more tasks, or answer questions in relation to their knowledge of the hotel, its procedures, and its surroundings.

1. Assessment centre

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.

Each set of tasks will have several situations. As an example, at the check-in the Competitor will have to make check-in to different guests. Three actors will play different characters for each situation and demonstration.

To be able to facilitate more competition time and to make the competition more efficient, the Experts will assess several modules at the same time and in parallel. While some Competitors are in the front office for their assessment, others will be back office doing other tasks, while being assessed.

This also means that the group of Experts will be divided, and some modules will only be assessed by half of the Expert group. There will always be one Expert supervisor at each Marking Team.

Competitors will have time for familiarization with the material given for each module prior to the start of the modules.

In some cases, while each Competitor role play assessment takes place in the front office, the other Competitors wait at the Competitor's room for its turn. The Competitor's room must be well insulated so that Competitors won't listen their colleagues during the performances.

See the previous edition of the Test Project on the WorldSkills website as an example. <https://worldskills.org/internal/competition-documentation/special-edition-2022/test-projects/>.

5.4 Test Project coordination and development

The Test Project MUST be submitted using the templates provided by WorldSkills International (www.worldskills.org/expertcentre). Use the Word template for text documents and DWG template for drawings.

5.4.1 Test Project coordination (preparation for Competition)

Coordination of the Test Project/modules will be undertaken by the Skill Competition Manager.

5.4.2 Who develops the Test Project/modules

The Test Project/modules are developed by an Independent Test Project Designer (ITPD) in collaboration with the Skill Competition Manager.

5.4.3 When is the Test Project developed

The Test Project/modules are developed according to the following timeline:

Time	Action
Ten (10) months prior to the Competition	The ITPD is identified and a Confidentiality Agreement between WSI and the ITPD is organized.
Six (6) months prior to the Competition	Hotel Information Package is circulated via the WorldSkills website.
No later than one (1) month prior to the Competition	The Test Project documents are sent to the WorldSkills International Skills Competitions Administration Manager.
At the Competition at the beginning of each module	The Test Project/modules are presented to Experts and Competitors.

5.5 Test Project initial review and verification

The purpose of a Test Project is to create a challenge for Competitors which authentically represents working life for an outstanding practitioner in an identified occupation. By doing this, the Test Project will apply the Marking Scheme and fully represent the WSOS. In this way it is unique in its context, purpose, activities, and expectations.

To support Test Project design and development, a rigorous quality assurance and design process is in place (Competition Rules sections 10.6-10.7 refer.) Once approved by WorldSkills, the Independent Test Project Designer (ITPD) is expected to identify one or more independent expert(s), and trusted individuals initially to review the Independent Test Project Designer's ideas and plans, and subsequently to verify the Test Project, prior to validation.

A Skill Advisor will ensure and coordinate this arrangement, to guarantee the timeliness and thoroughness of both initial review, and verification, based on the risk analysis that underpins Section 10.7 of the Competition Rules.

5.6 Test Project validation

The Skill Competition Manager coordinates the validation of the Test Project/modules and will ensure that it can be completed within the material, equipment, knowledge, and time constraints of Competitors.

5.7 Test Project circulation

The Test Project/modules are not circulated prior to the Competition. The Test Project/modules are presented to Experts and Competitors at the beginning of each module.

The Hotel Information Package is circulated six (6) months prior to the Competition via the WorldsSkills website.

5.8 Test Project change

Due to the Test Project being developed by an Independent Test Project Designer (ITPD), there is no change required to be made to the Test Project/modules at the Competition. Exceptions are amendments to technical errors in the Test Project documents and according to infrastructure limitations.

5.9 Material or manufacturer specifications

Specific material and/or manufacturer specifications required to allow the Competitor to complete the Test Project will be supplied by the Competition Organizer and are available from www.worldskills.org/infrastructure located in the Expert Centre. However, note that in some cases details of specific materials and/or manufacturer specifications may remain secret and will not be released prior to the Competition. These items may include those for fault finding modules or modules not circulated.

6 Skill management and communication

6.1 Discussion Forum

Prior to the Competition, all discussion, communication, collaboration, and decision making regarding the skill competition must take place on the WorldSkills skill-specific Discussion Forum. (<http://forums.worldskills.org>). Skill related decisions and communication are only valid if they take place on the WorldSkills Discussion Forum. The Chief Expert (or an Expert Lead appointed by the Skill Management Team) will be the moderator for this Discussion Forum. Refer to the Competition Rules for the timeline of communication and competition development requirements.

6.2 Competitor information

All information for registered Competitors is available from the Competitor Centre (www.worldskills.org/competitorcentre).

This information includes:

- Competition Rules
- Technical Descriptions
- Mark Summary Form (where applicable)
- Test Projects (where applicable)
- Infrastructure List
- WorldSkills Health, Safety, and Environment Policy and Regulations
- Other Competition-related information

6.3 Test Projects and Marking Schemes

Circulated Test Projects will be available from www.worldskills.org/testprojects and the Competitor Centre (www.worldskills.org/competitorcentre).

6.4 Day-to-day management

The day-to-day management of the skill competition during the Competition is defined in the Skill Management Plan that is created by the Skill Management Team. The Skill Management Team comprises the Skill Competition Manager, Chief Expert, and the Expert Leads. The Skill Management Plan is progressively developed in the six (6) months prior to the Competition and finalized at the Competition. The Skill Management Plan can be viewed in the Expert Centre (www.worldskills.org/expertcentre).

6.5 General best practice procedures

General best practice procedures clearly delineate the difference between what is a best practice procedure and skill-specific rules (section 9). General best practice procedures are those where Experts and Competitors CANNOT be held accountable as a breach to the Competition Rules or skill-specific rules which would have a penalty applied as part of the Issue and Dispute Resolution procedure including the Code of Ethics and Conduct Penalty System. In some cases, general best practice procedures for Competitors may be reflected in the Marking Scheme.

Topic/task	Best practice procedure
Test Project/ fault-finding	<ul style="list-style-type: none"> • Due to the nature of our skill (fault finding), details of the Test Project are only circulated at the beginning of each module during the competition.
Marking teams	<ul style="list-style-type: none"> • When possible, Marking Teams should include a mix of Experts of various professional and geographical backgrounds. For example: mixing teachers and professionals from two different continents.
Team Leaders	<ul style="list-style-type: none"> • Due to the nature of our skill (fault finding), Team Leaders should request access with Chief Expert or Skill Competition Manager before talking with their compatriot Competitor, according to Competition Rules.
Interpreters	<ul style="list-style-type: none"> • Interpreters are not allowed to translate for the Competitor during competition time.
Competitor notes	<ul style="list-style-type: none"> • All notes written during the assessment process must be written in English.

7 Skill-specific safety requirements

7.1 Personal Protective Equipment

Refer to WorldSkills Health, Safety, and Environment Policy and Regulations for Host country or region regulations.

Task	Sturdy shoes with closed toe and heel
General PPE for safe areas	√

8 Materials and equipment

8.1 Infrastructure List

The Infrastructure List details all equipment, materials, and facilities provided by the Competition Organizer.

The Infrastructure List is available at www.worldskills.org/infrastructure.

The Infrastructure List specifies the items and quantities requested by the Skill Management Team for the next Competition. The Competition Organizer will progressively update the Infrastructure List specifying the actual quantity, type, brand, and model of the items. Note that in some cases details of specific materials and/or manufacturer specifications may remain secret and will not be released prior to the Competition. These items may include those for fault finding modules or modules not circulated.

At each Competition, the Skill Management Team must review and update the Infrastructure List in preparation for the next Competition. The Skill Competition Manager must advise the Director of Skills Competitions of any increases in space and/or equipment.

At each Competition, the Technical Observer must audit the Infrastructure List that was used at that Competition for the upcoming WorldSkills Competition.

The Infrastructure List does not include items that Competitors and/or Experts are required to bring and items that Competitors are not allowed to bring – they are specified below.

8.2 Competitors toolbox

Competitors are not allowed to send a toolbox to the Competition. All tools are provided by the Competition Organizer.

8.3 Materials, equipment, and tools supplied by Competitors

It is not applicable for Competitors to bring materials, equipment, and tools to the Competition.

However, Competitors are required to supply their appropriate uniforms according to the Hotel Information Package.

8.4 Materials, equipment, and tools supplied by Experts

Experts are required to supply their own Personal Protective Equipment as specified in section 7 skill-specific safety requirements.

Experts are responsible that Interpreters bring their PPE.

8.5 Materials and equipment prohibited in the skill area

Competitors and Experts are prohibited to bring any materials or equipment not listed in section 8.3 and section 8.4.

8.6 Proposed workshop and workstation layouts

Workshop layouts from previous competitions are available at www.worldskills.org/sitelayout.

9 Skill-specific rules

9.1 General notes

Skill-specific rules cannot contradict or take priority over the Competition Rules. They do provide specific details and clarity in areas that may vary from skill competition to skill competition. This includes but is not limited to personal IT equipment, data storage devices, Internet access, procedures and workflow, and documentation management and distribution. Breaches of these rules will be solved according to the Issue and Dispute Resolution procedure including the Code of Ethics and Conduct Penalty System.

9.2 Skill-specific rules

Topic/task	Skill-specific rule
Use of existing online accounts	<ul style="list-style-type: none"> During modules where Competitors utilize a computer, they are prohibited from connecting to any existing online account, whether personal or professional. This includes, but is not limited to, email accounts, cloud storage, and any free or paid SAAS solutions. Should they wish to use such services, they are required to create a new account.
Use of technology – USB, memory sticks	<ul style="list-style-type: none"> Chief Expert, Experts, Interpreters and Competitors are not allowed to bring personal memory devices into the workshop from C-4 until C+1 The Skill Competition Manager is exempt from this rule.
Use of technology – personal cameras	<ul style="list-style-type: none"> Chief Expert, Experts, Interpreters and Competitors are not allowed to use personal photo and video taking devices from C-4 until C+1. The Skill Competition Manager is exempt from this rule.
Electronic devices (mobile & other connected devices)	<ul style="list-style-type: none"> Not allowed during competitions hours for Competitors and Interpreters are not allowed to take in and use any electronic devices, including voice recording devices, during competition hours. Chief Expert, and Experts must not use their electronic devices while assessing.
Drawings, printed information	<ul style="list-style-type: none"> Chief Expert, Experts, Interpreters and Competitors are not allowed to bring drawings or printed materials into the workshop.
Test Project and Marking Scheme	<ul style="list-style-type: none"> Chief Expert, Experts, Interpreters and Competitors are not allowed to all to make copies of the Test Project or Marking Scheme or to take any documents out of the workshop from C-4 until C4.
Lunch	<ul style="list-style-type: none"> During lunch compatriot Experts and Competitors cannot eat together, and they cannot have conversations without another Expert present, like during competition hours. This is in place because some Competitors may not have completed their fault-finding module yet.

10 Visitor and media engagement

10.1 Engagement methods

Following is a list of possible ways to maximize visitor and media engagement:

- Use of sound system require so that visitors can hear the conversation between the Competitors and client;
- The use of zones will allow ALL modules to be fully viewed each day;
- Monitors should display the Test Projects, the time plan, and the Competitors

11 Sustainability

11.1 Sustainable practices

This skill competition will focus on the sustainable practices below:

- Recycling
- Use of “green” materials.
- Use of completed Test Project after Competition.

12 References for industry consultation

12.1 General notes

WorldSkills is committed to ensuring that the WorldSkills Occupational Standards 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 Occupational Standards 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/)

12.2 References

This WSOS (Section 2) appears to relate to Hotel, Motel, and Resort Desk Clerks:
<https://www.onetonline.org/link/summary/43-4081.00>

and/or Hotel Receptionist:
<http://data.europa.eu/esco/isco/C4224>

Adjacent occupations may also be explored through these links.

ILO 4224

The following table indicates which organizations were approached and provided valuable feedback for the Description of the Associated Role and WorldSkills Occupational Standards in place for WorldSkills Lyon 2024.

Organization	Contact name
GHW BetriebsgesmbH	Ben Fujimoto, Hotel Manager

13 Appendix

13.1 Appendix information

Not applicable.