



HOTEL RECEPTIONISTS

The competition can be attended by employees in hotel and other receptions in the tourist industry of Slovenia.

The competitor must do the following tasks:

- Prepare a written response in the Slovene language, including the elements of knowledge of the current legislation, catering offers and the Charter of Frankfurt. The contestant receives the task at the competition.
- Knowledge of the tourist attractions and other additional offers in the place and surroundings of the competitor's employment, such as related offers in Slovenia.
- Reception and communication with the guest – Reservation system, announced by the competitor at the check-in to the competition (opera, fidelity, ...)

Competition task procedure:

WALK IN guest booking procedure (guest without reservation):

1. Identification of the guest profile.
2. Service offer, made on the basis of a guest profile.
3. To perform a registration.
4. Arranging and creating an invoice (item overview, price, tt, additional services)
5. Guest's check out.

After the arrival and arrangement of the reservation, the Commission member leaves. He re-approaches to the competitor and they perform the check-out.

The first part takes place in Slovene, another in a foreign language.

TIME FOR THE TASK: around 10 minute.

The performance is public, so the competitor must appear in the working clothes of the company and with all the prescribed accessories by the internal rules about the use of working clothes.

The expert Commission evaluates the competitor according to the following criteria:

1. WRITING PART

The correctness of the written response (content and format of the written product, grammatically and professionally appropriation), the correctness of the provided information or the answer to the specific questions, including the catering offers, the Catering Act and the Charter of Frankfurt.

2. COMPETITOR'S PERFORMANCE

- reception and communication with the guest – first impression (arrangement, behavior, culture, gestures, mimics, way of communication, knowledge of professional terminology),
- knowledge of a foreign language,
- soft skills – the ability to solve and manage conflict situations, internal marketing skills and sales, business codes

JUDGING CRITERIA

1. **Written response correctness**
0 – 30 points

2. Competitor's performance

- tidiness, verbal and non-verbal communication, first impression, ...

0 – 30 points

- professionalism, ingenuity, foreign language skills, ability to solve and manage conflict situations

0 – 40 points

The competitor can choose between the following foreign languages: English, German and Italian.

The competitor brings with him the printed matters and propaganda material that he uses in his work.



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The organizer may exclude the competitor, based on the head judges opinion, if the competitor does not follow the rules of the competition.

Work of the competitor will be judged from the moment of his/her arrival on the competition area, with the preparation phase, serving, presentation and cleaning part.

Based on the number of received points the bronze/silver/gold medal will be awarded. All competitors will receive a diploma.

On the competition day the head judge for this category will be available for comments after the competition.

Organiser has a right to expel the competitor following the head judge's complaint if the competition rules are not followed.

APPLICATION AND ADDITIONAL INFORMATION

Application deadline: friday, 27. september 2019

E-application: <http://gtzslovenije.si/prijava/>

For information regarding competition organization please contact project manager:

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For all additional information, please contact the head judge:

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