

*Standards and
Assessment Guide*

Hotel Reception

Introduction

Welcome to the Standards and Assessment Guide (SAG), a comprehensive resource designed to support excellence in assessment practices for all skills competitions hosted at the WorldSkills Competition. A key component of the SAG is the commitment to continuous improvement through ongoing review, ensuring that these guides consistently reflect the latest industry innovations and high standards of assessment in an open and transparent manner.

Purpose

The primary purpose of this guide is to provide a structured framework for the consistent and fair assessment of each skill competition. It aims to ensure that all assessments are conducted with a high degree of accuracy, reliability, and validity, and reflect global industry standards. By adhering to these guidelines, assessors can maintain the integrity of the competition and uphold the high standards associated with WorldSkills.

Note: this guide is not a replacement for the Marking Scheme and should only be used as a reference when required during the assessment process. Competitors are not allowed to have a copy of this SAG in the workshop in either digital or paper form.

Scope

This document covers general assessment practices applicable to a diverse range of industry sectors including:

- Manufacturing and Engineering Technology
- Information and Communication Technology
- Construction and Building Technology
- Transportation and Logistics
- Social and Personal Services
- Creative Arts and Fashion

Each skill competition has its unique requirements and benchmarks, which are detailed within sections of this guide. The consistency of assessment across each skill is the overarching principle, ensuring a unified approach to evaluating Competitor performance to the highest standards.

Key Components

The guide is structured into several key components, each addressing critical aspects of the assessment process:

Assessment Principles and Objectives

- Emphasis on fairness, transparency, and objectivity in assessments.
- Alignment with global industry standards and best practices.

Assessment Methods and Tools

- Description of various assessment methods in Measurement and Judgement
- Guidance on the application of appropriate assessment tools and equipment (if applicable).

Criteria and Benchmarks

- Examples of assessment criteria and aspects for each skill, outlining the expected competencies and performance standards.
- Benchmarks for different levels of proficiency i.e. Judgement award range 0, 1, 2, 3 or Yes/No criteria alongside clear measurable descriptors.

Expert assessment requirements

- Completion of the Access Programme
- Approved Curriculum Vitae (CV)
- Reaching 100% Expert preparedness
- Full participation of online and in-person Mandatory Assessment Training (MAT)
- Completion of practical assessment testing at the Competition

Quality Assurance and Improvement

- Mechanisms for monitoring and evaluating the assessment process.
- Strategies for continuous improvement and feedback incorporation.
- Ongoing periodic review of the assessment process

Implementation

For effective implementation, this guide should be used for guidance purposes only and in parallel with the Technical Description for each skill. Experts are encouraged to familiarize themselves thoroughly with both the general guidelines and the particular requirements of their respective skill areas. Collaborative efforts between the Skill Management Team, Experts, and Competitors are vital for achieving the ultimate goal of global skills development.

Conclusion

The Standards and Assessment Guide embodies the commitment of the WorldSkills movement to nurturing talent and promoting the highest standards of vocational education and training worldwide. By providing clear and comprehensive guidance, we aim to empower Experts to conduct marking and assessment practices that are not only rigorous and equitable but also inspiring and transformative for all participants.

Thank you for your dedication to upholding these standards and contributing to the success of the WorldSkills Competition. Together, we can continue to champion skills excellence and celebrate the achievements of talented individuals from around the globe.

Skill 56 – Hotel Reception

Measurement

Measurement is used to assess accuracy, precision, and other performance that can be measured objectively. It is used where ambiguity must be avoided. The total marks allocated to measurement marking may vary from competition to competition depending on the Test Project.

Important information for Hotel Reception:

- In our skill, the test project and the marking scheme are kept confidential and are entirely redesigned for each edition of the Competition. This approach aligns the assessment with the evolving WorldSkills Occupational Standards (WSOS) within the context of the specific Test Project.
- Furthermore, in preparation for each WorldSkills Competition, Competitors are provided with a comprehensive hotel information pack well in advance. This pack is crucial as it specifies the unique context and industry standards pertinent to that specific Competition. For instance, if the Competition scenario is set in a hotel based in London, UK, the assessment will reflect UK-specific standards and practices relevant to hotel reception.
- As a result, the criteria provided below are generic examples and should not be expected to appear in the exact wording or context in the actual test project. Relying on overly generic or broad criteria leads to excessive interpretation and variability in scoring. The aim is to tailor the assessment criteria specifically for each Competition, thereby ensuring a robust and fair evaluation of the Competitors' skills in accordance with the latest industry standards and requirements.
- For effective preparation, we suggest using previous WorldSkills Test Projects and marking schemes as practice materials. These provide a good understanding of the Competition's style and requirements. Also, training with well-known global standards, like those from Forbes Travel Guide or Leading Hotels of the World, is beneficial. This helps in learning top-level service skills, preparing you well for both the WorldSkills Competition and the broader hospitality industry.

Aspect	WSOS section as per TD	Descriptor
Did the receptionist do [specific action]?" or "Did the receptionist say [specific phrase]?"	ALL	In our skill competition, measurement criteria are typically framed as straightforward questions, focusing on specific actions or communications of the receptionist. These questions often follow the format of "Did the receptionist do [specific action]?" or "Did the receptionist say [specific phrase]?". To eliminate ambiguity, these criteria usually include details like a time frame within which the action or communication should occur, a specific method to be used, or an example of the expected phrasing. When it comes to written modules, these criteria are direct and simple to assess, as they are clearly defined and observable within the Competitors' submissions. However, for live modules, such as role-playing situations with actors at the reception desk, the assessment process is slightly different. We recommend that Experts take comprehensive notes during these live performances, paying close attention to moments that are relevant to the specified criteria. Only after the performance should these notes be used to complete the marking form. This approach ensures accurate and fair assessment of each Competitor's performance, capturing the nuances of live interactions while adhering to the set criteria.
Breaking down soft skills into small measurement	ALL	In hotel reception, particularly during live role-play scenarios, we often assess soft skills like empathy and courtesy. It is important to avoid subjective judgments and instead focus on specific, measurable actions. To achieve this, we break down complex skills into smaller, more concrete steps. For example, to measure empathy, we might start with whether the receptionist offered an apology. This approach transforms a broad concept into a clear, straightforward question: "Did the receptionist offer an apology?" By segmenting complex behaviours into distinct, observable actions, we ensure that each criterion is assessable in a clear and unbiased manner, maintaining the integrity and fairness of the Competition's evaluation process.
Examples for Work organization and self-management	1	• Is the floor of the reception area free from clutter and trash? • Are brochures or information leaflets about the hotel's services neatly displayed and readily available to guests?

Examples for Communication, customer care, and interpersonal skills	2	• Does the individual greet guests promptly upon arrival? (within 30 seconds of the guest entering) • Was an apology given before answering the phone? • Was the guest's name used naturally without overuse? (Used min 3 times, max 5 times) • Was the guest's request recognized and acknowledged? (i.e. written in the PMS or in the internal communication system)
Examples for Hotel reservation and revenue management procedures	3	• Were all details of the reservation repeated and confirmed? (Dates of stay, room type, rate, nb of pax) • Is the reservation correctly allocated to a disabled room? • A confirmation number is offered.
Examples for check-in procedures	4	• Luggage assistance is immediately offered by the staff. • The guest is escorted or directed to the appropriate registration area. • Guests are required to show a photo ID and credit card at check-in.
Examples for Administration and back-office procedures	5	• Was the report structured logically, with clear headings or sections? • On the sign for the guests: did the receptionist include the logo of the hotel? • Did the receptionist use the SUM function (or equivalent) to total the revenue or loss at the bottom of the spreadsheet?
Examples for Sales promotion	6	• Were a minimum of two room types/rates offered? • Did the receptionist explain the cancellation policy and if applicable, the deposit policy? • Did the receptionist thank the potential guest for showing interest in the hotel/reservation inquiry?
Examples for Managing complaints	7	• The guest's name is used naturally as a signal of recognition. • The complaint is written in the handover (by email or in the system) • The guest receives an answer or an update within 10 minutes or the original complaint.
Examples for check-out procedures	8	• Staff accepting payment specifically thanks the guest and closes the interaction with a polite and appropriate remark. • Staff proactively offers transportation assistance, not waiting for the guest to exit the hotel and seek transport.

		• There will be no unexpected charges posted to the folio; guests must have been advised in some obvious manner of all charges
Examples for Promotion of the local area	9	• Staff asks guiding questions to ascertain the guest's preferences (at least 2) • At least one recommendation is promoting a local business. • A map with directions is offered to the guest.

Judgement

Judgement is used to assess the quality of performance about which there may be small differences of view when applying the external benchmarks.

The Resources column in the table below may include all kinds/formats of resources such as: a link to a YouTube video, a website link, an illustration, a photo, a reference to a book, and so on. It needs to be as detailed as possible to show the differentiation between 0, 1, 2, 3.

Generic rules:

The assessment group comprises three Experts plus one Expert who acts as the supervisor. The supervising Expert will replace an Expert in the marking group to prevent compatriot marking.

The difference of the three Experts' scores may not exceed 1. If this is the situation the Experts must re-score until there is a maximum difference of 1. As long as the three Experts judge within 1, the result can be entered into the CIS.

The total marks allocated to judgement marking may vary from competition to competition depending on the Test Project.

Important information for Hotel Reception:

- In our skill, the Test project and the marking scheme are kept confidential and are entirely redesigned for each edition of the Competition. This approach aligns the assessment with the evolving WorldSkills Occupational Standards (WSOS) within the context of the specific Test Project.
- Furthermore, in preparation for each WorldSkills Competition, Competitors are provided with a comprehensive hotel information pack well in advance. This pack is crucial as it specifies the unique context and industry standards pertinent to that specific Competition. For instance, if the Competition scenario is set in a hotel based in London, UK, the assessment will reflect UK-specific standards and practices relevant to hotel reception.
- As a result, the criteria provided below are generic examples and should not be expected to appear in the exact wording or context in the actual test project. Relying on overly generic or broad criteria leads to excessive interpretation and variability in scoring. The aim is to tailor the assessment criteria specifically for each Competition, thereby ensuring a robust and fair evaluation of the Competitors' skills in accordance with the latest industry standards and requirements.
- For effective preparation, we suggest using previous WorldSkills Test Projects and marking schemes as practice materials. These provide a good understanding of the competition's style and requirements. Also, training with well-known global standards, like those from Forbes Travel Guide or Leading Hotels of the World, is beneficial. This helps in learning top-level service skills, preparing you well for both the WorldSkills Competition and the broader hospitality industry.

WSOS section as per TD	Score	Descriptor	Resource
ALL		Evaluating soft skills is a significant aspect of our skill competition. Judgment criteria, rated on a scale from 0 to 3, are ideally suited for assessing these skills. However, it is crucial to define these criteria precisely to avoid ambiguity and ensure fairness. For instance, using terms like “Empathy” or “Smooth Handling” without clear definitions can lead to inconsistent evaluations. Criteria such as: • 0: Shows no empathy • 1: Shows a little empathy • 2: Shows good empathy • 3: Shows excellent empathy are too vague and open to interpretation, often leading to disagreements among Experts from different cultural and professional backgrounds.	
ALL		To ensure effective and fair judgment, we focus on evaluating soft skills through specific, observable actions or attitudes rather than vague concepts. It is important to link the criteria to specific, relevant situations. For instance, instead of broadly assessing “Empathy”, we break it down into more tangible aspects. For example, when assessing a scenario where a guest complains about a lack of hot water, we could define the following criteria to assess “Empathy” and “Smooth Handling”. For the purpose of this document, we have added illustrative examples of the expected behaviour, actions, answers, or attitudes. In the marking scheme, while detailed and specific, it will be concise.	

WSOS section as per TD	Score	Descriptor	Resource
ALL		The first aspect is the ability to calm an angry guest. Here is how we might define this criterion on a scale from 0 to 3: 0: The receptionist escalates the guest's anger, either through dismissive behaviour or inappropriate responses. Example: The guest complains about the lack of hot water, and the receptionist responds rudely or dismissively, saying, "There is nothing I can do about it right now." 1: The receptionist acknowledges the guest's anger but struggles to effectively de-escalate the situation. Example: The guest is upset about the hot water issue, and the receptionist acknowledges, "I understand why you are upset," but fails to offer any reassurance or solution, leaving the guest still frustrated. 2: The receptionist successfully calms the guest, showing understanding and appropriate responses. Example: The guest complains about the hot water, and the receptionist responds empathetically, "I completely understand your frustration and I apologize for this inconvenience. Let me see how quickly we can fix this for you." 3: The receptionist demonstrates exceptional skill in calming the guest, using effective communication and empathy to transform the guest's frustration into a more positive interaction. Example: Faced with a complaint about the lack of hot water, the receptionist not only empathizes but also takes immediate action, saying, "I am truly sorry for this inconvenience. I will personally ensure that our maintenance team resolves this immediately. Meanwhile, may I offer you a complimentary breakfast while you wait?"	Ref: Previous Marking Scheme

WSOS section as per TD	Score	Descriptor	Resource
		Another aspect is the capacity to resolve the situation promptly: • 0: The receptionist does not identify or address the root cause of the problem. Example: The receptionist simply apologizes for the lack of hot water but makes no effort to investigate or solve the issue. • 1: The receptionist identifies the problem but offers a delayed or temporary solution. Example: The receptionist acknowledges the hot water issue and suggests using another room's shower temporarily, without fixing the hot water problem in the guest's room. • 2: The receptionist quickly identifies the problem and provides an effective and practical solution. Example: The receptionist promptly arranges for a technician to check and repair the hot water issue, minimizing the guest's inconvenience. • 3: The receptionist demonstrates exceptional problem-solving skills by rapidly identifying and resolving the issue innovatively. Example: The receptionist not only quickly organizes a repair but also offers complimentary access to the spa facilities as an immediate alternative, showing resourcefulness and a proactive approach.	Ref: Previous Marking Scheme
		By breaking down complex soft skills into specific, measurable aspects like these, we ensure that our judgment criteria are clear, objective, and relevant to real-world scenarios, leading to a fairer and more effective assessment process.	