



## FRONT OFFICE COMPETITION

### Competition details

#### KEY TERMS & DATES

TEAMS	BRIEFING	COMPETITION	RESULTS
Announced at briefing	30.11. @ 6PM	01.- 02. 12. @ 9AM	4.12.2020

#### GENERAL INFORMATION

##### OBJECTIVE

Demonstrate (verbally and non-verbally) skills for daily front office operations, reflecting encounters with in house guests and future guests.

##### TEAM & LANGUAGE

###### Teams:

Teams will consist of two students from different schools and countries and will be assigned by the head judge, prior to the competition, based on a blind drawing.

It may occur that one or more teams will consists of 2+ members, in the following cases:

- the final number of candidates is unpaired;
- disqualification of one of the competitors;
- competitors last minute abandonment.

Final teams will be announced a day prior the competition, at the Briefing.

###### Language

English language (oral and written) is the language to be used in all the competition phases: briefings, work plan (written), communication with team-members and judges during the preparations and completion. Minimum level of English: B2 (according to EQF).

#### COMPETITION SPECIFIC INFORMATION

##### BRIEFING (held a day prior to the competition)

1. Announcement of the teams by the Head Judge.
2. Presentation of the competition protocol.
3. Competition roster is published (online)

##### GENERAL KNOWLEDGE TEST (team assignment after Briefing)

**The aim of the General knowledge test is:**

1. demonstrate the students' ability to work in teams,
2. demonstrate team members English proficiency and
3. demonstrate general knowledge of the Case study hotel (The Retreat Hotel, Blue Lagoon, Iceland), destinations Reykjavik & Grindavik and rules & practices specific to the Hotel front office operations.



General knowledge test comprises of 20 questions using different question/answer format (e.g. true/false, pick the right answer, essay type answer). The test score has an impact on the final competition scores only when the team achieves minimum 80% scores at the test. In this case, team is assigned additional 5 point to their scores at the competition.

**COMPETITION (depending on the number of participants takes one or two days)**

1. Competitors enter virtual room 10 minutes before the competition (each student must present student ID for identification purposes).
2. Students demonstrate their working space and share computer screens.
3. Students prepare for the competition.
4. Competition structure.

CONCEPT	COMPETITION			
Task	Preparation	Check in	Email	Phone call (simulation)
Type of guest	/	New guest	Out of house guest	In/Out of the house guest
Max. duration	2 minutes	5 minutes	5 minutes	5 minutes

**Detailed competition roster:**

1. Head judge welcomes a team and identifies students
2. Team draws a random number designating a “check in” situation.
3. The team has 2 minutes (max) to prepare for the situation.
4. Check in task
  - a. Head judge presents the check in client.
5. Email & Phone call
  - a. Judge panel member #1 simulates calls (random situation with in house guest)
  - b. Judge panel member #2 sends an email (a booking inquiry/request)
6. Competitors should:
  - a. work as a team, in every situation;
  - b. complete the task within the 18-minute eligible time frame;
7. Competition is completed:
  - a. when the assigned 18 minutes runs out or
  - b. when the judge panel member confirms a receipt of an email reply or
  - c. when the team reports to be finished.

The team will be considered disqualified should the team not finish all the tasks in the 18-minutes time frame. The team is at liberty to decide how much time it will devote to each of the task. However, the judging panel will control the duration by introducing individual tasks following the order and time frame described above. It is the team’s responsibility to fulfil all the tasks in the assigned 18 minutes. More specifically, should the team’s email not been received by the judge’s email inbox within the 18-minute time frame, the team will be considered disqualified.

8. Competitors must wear their full professional uniform.

**COMPETITION CONTEXT**

All assignments relate to destinations Reykjavik & Reykjanes (case study destinations) and the hotel Retreat Hotel Blue Lagoon, Grindavik (case study hotel). More specifically, competitions should prepare for the assignments using in house rules of the hotel, hotels amenities and infrastructure, as well as follow the situation at the destinations Reykjavik & Reykjanes. Information package is provided by November 20<sup>th</sup> 2020 at AEHT website or via email to registered Member schools.

Students/competitors are encouraged to study the case study destination, using the following information sources:



1. Case study hotel website (<https://www.bluelagoon.com/accommodation/retreat-hotel>)
2. Destination Reykjanes, Reykjavik websites:
  - a. <https://www.visitreykjanes.is/en/moya/toy/index/town/grindavik>
  - b. <http://www.grindavik.is/english>
  - c. [https://icelandmonitor.mbl.is/news/nature\\_and\\_travel/2017/05/28/14\\_places\\_to\\_visit\\_on\\_reykjanes\\_peninsula/](https://icelandmonitor.mbl.is/news/nature_and_travel/2017/05/28/14_places_to_visit_on_reykjanes_peninsula/)
  - d. <https://guidetoiceland.is/travel-iceland/drive/reykjanes>
  - e. <https://visitreykjavik.is/>
  - f. <https://reykjavik.is/en>
  - g. <https://guidetoiceland.is/reykjavik-guide/top-10-things-to-do-in-reykjavik>
  - h. <https://adventures.is/information/reykjavik-icelands-capital-city/>

## RESULTS

Results are announced at the closing ceremony. Teams are allowed to check their results only by email, after the closing ceremony.

## IMPORTANT NOTES

1. During the written team test on the day of the briefing, team members must check whether assigned team members have sufficient level of English knowledge. If there is serious doubt in English proficiency of assigned team member/s, the team should report this to the Head Judge immediately. Complaints about language problems will not be accepted after the general knowledge test;
2. Teams will be assessed according to professionalism, work skills, social skills and interpersonal skills (teamwork) and first impression (student's tidiness, professional appearance, etc.);
3. The use of cell phones or any other electronic device (accept computer for email reply) is not allowed during the competition;
4. All rules and regulations must be adhered, including the General AEHT Competition Rules (<http://aeht2019.hr/wp-content/uploads/2019/06/AEHTCompetitionRulesMarch2010.pdf>), as well as the AEHT House rules ([http://www.aeht.eu/images/documents/House\\_rules/HouseRulesFinal2020EN.pdf](http://www.aeht.eu/images/documents/House_rules/HouseRulesFinal2020EN.pdf)). All potential rule breaks should be reported to the head judge latest by the end of the Briefing.
5. The (Head) judge's decision is final.
6. Photographing and or filming the competition is strictly forbidden. Photos of the teams are allowed to be taken after team finished the competition.
7. Only competitors' mentors are allowed to leave the competition room after their team finished the task, all other attendees (including all competitors who already completed their tasks) must stay until the break.
8. Should the competing students have technical issues (e.g. slow internet connection, voice or camera issues) they can:
  - a. Drop-out the virtual room, fix issues and join the virtual room but no later than within 2-minutes time frame.
  - b. Drop-out the virtual room permanently. If one student remains competing and completes all the tasks within the given time frame, the team will be considered as fully competing team.
  - c. Whatever students do in the case of technical issues they must decide their action in a team. So, the final reaction to technical issue must be team's decision. So the team members should discuss this after briefing, prior to the competition.