

WORLD SKILLS SINGAPORE 2025
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 3 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 Property Management System
- Create profiles in Property Management System
- 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 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

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- Promote the local area, through experiences and provide guidance to the guest based on their needs
 - 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

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- The way of anticipation of guest needs and go extra miles
- Social Skill

Assessment

4. Competitors will be assessed based on measurement and judgement marking.
5. 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	Examination Question Assessment	5
G	Scenarios	10
Total		100

Major Tools & Materials

6. The following tools and materials will be used in the competition:

6.1. Property Management System

6.2. Equipment and Tools

- Sample currency for cash transaction
- Key sleeve and electronic key cards
- Luggage Tags
- A4 printing paper
- Sample name cards
- Sample passport
- Singapore Tourist Maps and Brochures
- Guest (Role Player)
- Stationery/Envelope
- Pen
- Writing Materials