

FRONT OFFICE COMPETITION

Competition details

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. The head judge assigns teams, prior to the competition, based on a blind drawing, following the AEHT competition rules.

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 cancellations (no show).

The head judge announces final teams' composition at the briefing.

Competing students should wear their professional/school uniforms and use professional verbal and non-verbal communication at all times.

Language

English language (oral and written) is the official language of the competition and B2 (according to the EQF) is the minimum level of English expected.

BEFORE THE COMPETITION

By end of June 2024 documents about the case study destination and case study hotel will be made available via AEHT competition platform.

DAY OF THE BRIEFING

Briefing, typically held a day (later afternoon or evening time) before the competition. Briefing includes the following activities:

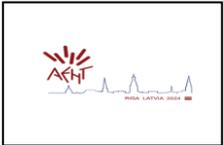
1. Presentation of the competition protocol.
2. Presentation of the competition schedule.
3. Introduction of the Judging panel.
4. General knowledge test
5. Questions and Answers about the competition.

GENERAL KNOWLEDGE TEST

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 (Pullman Riga, Old Town), destination Riga 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 if the team scores $\leq 90\%$ scores at the test. In this case, team is assigned additional 5 points to their scores at the competition.

DAY OF THE COMPETITION

Schedule

TIME	ACTIVITY	ATTENDEES
November 5th		
13.00 – 14.30	Masterclass	
15.00 – 16.00	Pullman, Riga old town (organized bus transfer)	Admitted competitors
17.00 – 18.00	Briefing	
18.15 – 19.00	General knowledge test	
November 6th		
10.00 – 11.00	Masterclass Front office: creating hospitable atmosphere	Admitted competitors
11.00 – 12.00	Masterclass Front office: Pullman’s hospitable atmosphere and the power of soft skills	Mentors
November 7th		
9.00 – 13.00	Competition	Groups 1-2
14.00 – 18.00	Competition	Groups 3-4

All registered students must attend Masterclasses organized during the conference. See the general conference programme for other activities organized outside the Front office competition

On Wednesday, November 6th (after masterclass), competing students pick up their name badge in the competition room.

COMPETITION TASKS

Competition consists of two sections and pertains to the case study hotel (Pullman, Riga Old Town) and case study destination (Riga).

1. Section 1: includes drawing a specific situation (task) and preparation of students for the competition (2 minutes).
2. Section 2: competition.
 - a. General impression requires demonstration of skills involving handling inquiry from either a hotel guest or “walk in person” .
 - b. Email task includes a professional e-mail reply on a booking inquiry.
 - c. Phone task includes handling an inquiry from a hotel guest via phone.
 - d. FO operations task includes handling an inquiry/situation with the hotel guest, performed by a professional actor familiar with the case study hotel.

Team may use less than 2 minutes for the preparation, but this does not mean that a team receives additional time for any of the competing tasks. Therefore, maximum available time for all four tasks is 18 minutes. The team announces when they wish to start the competition, but no later than 2 minutes after they entered the competition room.

All tasks pertain to destination Riga (case study destination) and the case study hotel (Pullman, Old Town, Riga). Study materials with essential information about the case study hotel and destination will be available by end of June 2024, on AEHT website. Competitors should prepare



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for the assignments using study materials provided as well as other information sources recommended in the Study materials.

JUDGING PANNEL

To be announced at the Briefing.

IMPORTANT NOTES

1. During and immediately after the general knowledge test (on the day of the briefing), team members have the opportunity to express further doubts regarding their team member knowledge of English language. If there is serious doubt in English proficiency of the 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. Judging panel will assess teams according to professionalism, work skills, social skills, interpersonal skills (teamwork) and first impression (student's tidiness, professional appearance, etc.).
3. All rules and regulations must be adhered, including the General AEHT Competition Rules, as well as the AEHT House rules. All potential rule breaks should be reported to the head judge latest by the end of the Briefing.
4. Photographing, filming or recording the competition is strictly forbidden. Photos/videos of the teams are allowed only after team finished the competition. In line with general consent form, only conference organizers may record and collect video/photo materials promotional and educational purposes within the AEHT network.
5. Competitors and mentors may leave the competition room only during breaks.
6. Rules allow fair play and equal opportunities for all competitors; therefore, we feel strongly about adhering to the rules.