



Competitors:

One to two participant from each school. Individual competition. Participants' sequence numbers will be assigned by blind drawing. Hotel description will be given upon receipt of assignments and students will be given time to familiarize themselves with it. Independently research information about tourist attractions in the Latvian capital, Riga, before the competition.

Description of the tasks and rules:

First task: Register the guest at the hotel (guest without prior booking order).

Task preparation time – 7 min. | **Max number of points to be obtained** – 30 pts.

Criteria	Points
Welcomes the guest and greets them	0 - 2
Identifies the guest's needs, length of stay, offers a room, and provides the necessary information	0 - 4
Asks the guest for a document, requests to fill in the registration card, and provides the needed support	0 - 2
Determines the payment method and processes the payment	0 - 2
Offers the guest the hotel's additional services	0 - 3
Provides the guest with information about sightseeing and leisure opportunities in Riga	0 - 3
Prepares the room card and issues the room key	0 - 2
Provides information about the hotel layout: location of the room, breakfast area and time, check-out time, and offers assistance with luggage	0 - 3
Wishes the guest a pleasant stay and informs them that they may contact the reception for any questions	0 - 2
Hospitality and communication skills	0 - 3
Business-style attire appropriate for the reception staff	0 - 2
Task completion time observed	0 - 2

Second task: Check out from the hotel.

Lead time – up to 7 minutes max | **Max number of points to be obtained** – 30 pts.

Criteria	Points
Welcomes the guest, greets them, recognizes the guest and addresses them by name	0 - 2
Asks about the guest's stay at the hotel and any additional services used	0 - 3
Prepares the invoice, presents it to the guest, and explains the charges	0 - 3
Determines the payment method and processes the payment; places the invoice in an envelope and hands it to the guest	0 - 2
Asks how the guest enjoyed their stay and invites them to leave a review on the hotel's social media	0 - 3
Asks how the guest liked the recommended sightseeing places in Riga	0 - 3
Invites the guest to make a reservation for their next visit	0 - 2
Offers transportation (taxi) services and assistance with luggage, and arranges it	0 - 3
Bids farewell to the guest, thanks them for visiting the hotel, and wishes them a pleasant onward journey and a nice day	0 - 2
Hospitality and communication skills	0 - 3
Business-style attire appropriate for reception staff	0 - 2
Task completion time observed	0 - 2



Third task: Prepare a written response in the form of an e-mail to the guest's comment on the services provided by the hotel.

Lead time – 15 minutes | **Max number of points to be obtained** – 20 pts.

Evaluation criteria		Points
1.	e-mail subject indication	0 - 2
2.	Use of greeting phrase, guest address	0 - 2
3.	Thanks for the comment or feedback provided by the customer	0 - 2
4.	Reply to a comment or feedback from a customer	0 - 4
5.	Invitation to revisit hotel	0 - 2
6.	Kindness phrase at the end, identification of the employee, contact information	0 - 3
7.	Use of business language style	0 - 3
8.	Observed task completion time	0 - 2

Evaluation: The performance of the competition tasks is evaluated by a jury of 3 people (industry representatives). The three best participants are determined by counting all the results of all tasks. One winner can be determined in each of the three positions. If there are participants with the same number of points, then the jury gives preference to the participant with a higher rating in the first task, if the number of points is still the same, the results of the second task are also compared.