



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 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.

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

Final teams will be announced at the briefing. Should the competition move to online environment, due to the COVID-19, teams will be announced via email provided at the time of registration for the competition.

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 the EQF).

DAY OF THE BRIEFING

Briefing is typically held a day (later afternoon or evening time) prior to 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 (TBA), destination Tallinn 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 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 2st		
17.00 – 18.00	Briefing	Admitted competitors
18.00 – 19.00	General knowledge test	Admitted competitors
November 3rd		
9.00 – 12.00	Competition	Group 1
13.00 – 16.00	Competition	Group 2
November 4rd		
9.00 – 12.00	Competition	Group 3
13.00 – 16.00	Competition	Group 4

All registered students must attend Masterclasses organized during the conference.

On the day of the competition (between 8.00 and 9. AM), competing students pick up their name badge in the competition room.

COMPETITION TASKS

Competition is divided into two sections and pertains to the case study hotel (Radisson Blue hotel Tallinn).

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 task where students demonstrate activities of the front office staff involving handling inquiry of in or out of the house guest party.
 - b. Phone task includes handling an inquiry from a hotel guest via phone.
 - c. Email task includes a professional e-mail reply on a booking inquiry.
 - d. Acting task includes handling an inquiry/situation with the hotel guest which is performed by a professional actor familiar with the case study hotel

Please note, that the 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. So, 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 assignments relate to destination Tallinn (case study destination) and the Radisson Blue hotel Tallinn (case study hotel). Preparation materials with essential information about the case study hotel and destination is available as of June 2021, on AEHT website. Competitors should prepare for the assignments using study materials provided as well as other information sources recommended in the Preparation 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 check whether assigned team member has 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



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(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 to be taken after team finished the competition. In line with general consent form, competitions may be recorded and materials collected used for promotional and educational purposes within the AEHT network.
5. 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.