



31<sup>th</sup> AEHT ANNUAL CONFERENCE & COMPETITIONS  
12<sup>th</sup> – 17<sup>th</sup> November 2018  
Leeuwarden, The Netherlands



## FRONT OFFICE COMPETITION

### Competition details

#### Objective

Prepare and present as a team a solution to a conflict situation as they occur daily in a hotel reception.

#### Team & Language

##### Language

It is compulsory that English (oral and written) is the language to be used in all the competition phases: briefings, work plan (written), communication with teammates and judges during the different tasks. Minimum level of English: B2 (according to EQF).

##### Teams:

Teams will consist of two students from different schools and countries and will be drawn by the jury.

It may happen that there is a team of three students in one of the following cases:

- The final number of candidates is unpaired;
- Disqualification of one of the competitors;
- Competitors last minute abandonment.

#### Day of the briefing

- Competitors briefing & announcement of the teams by the Head Judge;
- After the announcement of the teams, each team will participate in a 'general knowledge of reception' test;
- Competitors will be allowed to familiarize themselves with the competition area.

#### Day of the competition

- The team will draw randomly an envelope containing the description of a certain situation as they occur daily in a hotel reception. The team will have 3 minutes to prepare a possible solution. The entire task should last 15 minutes maximum. An actor will play the role of the guest and the team has to solve the upcoming problem;



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- The case could also include a response to an e-mail or telephone call and each member should be actively involved in the attempt to solve the problem;
- Time table for each task will be provided and must be respected;
- Competitors must wear their full professional uniform.

#### **Important notes**

- Teams will be assessed according to professionalism, work skills, social skills and interpersonal skills (teamwork) and first impression (student's tidiness, professional appearance, etc.);
- During the written team test on the day of the briefing, team members check whether correct communication in English within the team is possible. If there is serious doubt, the team should report this to the Head Judge immediately. Complaints about language problems will not be accepted after this written test;
- The use of cell phones or any other electronic device is not allowed during the competition;
- All rules and regulations must be adhered including the General AEHT Competition Rules;
- The (Head) judge's decision is final.