



**ALCATEL-LUCENT ENTERPRISE
 CHALLENGE TROPHY
 HOTEL RECEPTIONIST OF THE YEAR
 COMPETITION 2017**

NOMINATION FORM			
Full Name			
Designation			
Hotel			
Address			
Nationality	Singaporean / PR	Manager in charge	
Nominee's Mobile		Manager's Mobile	
Nominee's Email		Manager's Email	

We declare that our Nominee complies with the criteria and will be able to fulfil the requirements stated in the Appendix on page 3, otherwise our Nominee may be disqualified from the competition.

Should our Nominee win the 2017 Hotel Receptionist of The Year (ROTY) Competition, we undertake to provide the venue for the Preliminary Round of the 2018 ROTY Competition.

Nominated by

Seconded by

Name of General Manager		Name	
Signature		Designation	
		ARDE Member	<input type="checkbox"/> Yes <input type="checkbox"/> No
		Signature	

All nominations are to be registered at:

<http://aicr.org.sg/awards-registration/receptionist-of-the-year/> latest by **Monday, 10 July 2017.**

Submission of physical nomination form and other supporting documents

The following documents must be submitted by the nominee at the Competition Briefing (date of briefing to be announced):

- Original and photocopy of the Singapore National Identification Card of nominee
- Resume containing full details of nominee's career history to date
- Hotel's Front Office organisation chart (clearly showing the nominee's position vis à vis the other Front Office positions)
- Letter of Recommendation from the General Manager / Room Division Manager / Front Office Manager
- Letter from the Human Resource Department to confirm that the nominee is currently holding a non-managerial position in the hotel
- 4R-sized high resolution photo of nominee
- An **administration fee of **S\$380.00** (for nomination seconded by an **ARDE** member) or **S\$480.00** (if nomination is seconded by a **non-ARDE** member)

** The administration fee includes written feedback on the nominee's performance in the preliminary round of the competition, and the final round if the nominee enters the final.

Cheques should be made payable to the Association of Rooms Division Executives (Singapore).

This competition is proudly sponsored by

Alcatel·Lucent 
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Supported by

**Workforce Singapore**

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SHATEC
THE INTERNATIONAL HOTEL & TOURISM SCHOOL
(SINGAPORE)

Training Partner:

 **ASCOTT**
CENTRE FOR EXCELLENCE

Criteria and Requirements to be fulfilled by Nominees

To qualify for the competition, the nominee must:

1. Be a **confirmed**¹ full-time employee of the hotel, performing the job functions of a **hotel receptionist**²;

Note 1:

"confirmed" means "after probation", regardless of the length of probationary period stipulated by the hotel

Note 2:

The nominee should not be holding a supervisory/managerial position (e.g. management trainee) at the hotel. A letter is required from Human Resource to confirm the nominee's non-supervisory/managerial position at the hotel

2. Be either a Singapore Citizen or Permanent Resident between 18 and 35 years old;
3. Be nominated by the General Manager, seconded by a member of the Association of Rooms Division Executives, Singapore (ARDE) working at the same hotel or by the FOM/RDM if the hotel does not have an ARDE member;
4. Be able to perform, proficiently, tasks related to the following:
 - 4.1. Reservations
 - 4.2. Reception, guest information and services
 - 4.3. Guest departure, Cashiering and Front Office accounting
 - 4.4. Business centre services
 - 4.5. Telephone and related services
5. Have knowledge of the following:
 - 5.1. Cost, profit and revenue (including basic revenue management)
 - 5.2. Staffing level and structure
 - 5.3. Sales and promotion

and

6. Be available to attend a full day workshop cum Competition Briefing organised by the ROTY Organising Committee on 21 July 2017.

Requirements to be fulfilled by Nominees who have successfully enter Final

To qualify for the Final Round of the ROTY Competition 2017, the Finalist must:

- Attend a 1-day boot camp in preparation for the Final and a 1-day Master Class³ on Service Improvement; and

Note 3:

Provide a before and after case study, including a short write-up on how the job has been redesigned, and the specific technology that will be used, if any.

Please refer to pages 4 to 6 for more information on the Competition



Association of Rooms Division Executives, Singapore

(Member of amicale internationale des sous-directeurs et chefs de réception des grands hôtels)

ALCATEL-LUCENT CHALLENGE TROPHY *Hotel Receptionist of the Year Competition 2017*

INTRODUCTION

At the **national** level, the *Hotel Receptionist of the Year Competition* is organised by the Association of Rooms Division Executives, Singapore.

The **international** competition is organised by the Amicale Internationale des Sous-Directeurs et Chefs de Réception des Grands Hôtels (AICR).

OBJECTIVES

The objectives of the *Hotel Receptionist of the Year Competition* are:

- To recognise the professionalism of the hotel Front Desk employees
- To select a Singapore representative to compete in the David Campbell Trophy - International Hotel Receptionist of the Year Competition to be held during the **AICR Congress** in **Zurich, Switzerland** from **31 January** to **4 February 2018**.

COMPETITION FORMAT

(I) National Level

Two stages:

Preliminary

- The Preliminary Round is scheduled on **1 and 2 August** at PARKROYAL on Pickering.
- Candidates will draw slots to determine the date and time assigned to them for the Preliminary Round during the Competition Briefing on 21 July 2017 at SHATEC Singapore's main campus at 21 Bukit Batok Street 22, 659589.

Final

- The Final Round will be scheduled in **November 2017**, date and venue to be advised.

(II) International Level

The International Competition will be held in **Zurich, Switzerland** during the **AICR Congress** from **31 January** to **4 February 2018**.

JUDGING CRITERIA

(I) National Level

Preliminary Round

Interview & Written Assessment

One question will be asked on general tourism trends and happenings. Other questions will be related to the following:

1. Reservations
2. Reception, guest information and services
3. Guest departure, Cashiering and Front Office accounting
4. Business centre services
5. Telephone and related services
6. Cost, profit and revenue (including basic revenue management)
7. Staffing level and structure
8. Sales and promotion

Judging criteria:

- | | |
|-------------------------|-----|
| ■ Personal presentation | 25% |
| ■ Communication skills | 25% |
| ■ Responses | 50% |

Final Round

Interview	50%
Role play	50%

Interview

Judging criteria:	Personal presentation	25%
	Communication skills	25%
	Responses	50%

Role Play

The role play will be based on hotel guest situations.

Judging criteria:	Communication and interpersonal skills	50%
	Responses	50%

(II) International Level

Interview: 15 marks (5 minutes)

One introduction question will be asked to provide the Candidate with the opportunity to talk about himself/herself and his/her hotel.

Questions: 30 marks (10 minutes)

Four separate questions that are “technical/product” in nature will be asked.

Role play: 50 marks (maximum 15 minutes)

The main part of the competition is the role play, which is based on a “typical shift at Reception, when one never knows what to expect next”!

Overall: 5 marks

Suitability of the Contestant to be the International Receptionist of the Year and Ambassador of the International AICR is assessed.

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