

Amicale Internationale Des Sous-Directeurs et Chefs De Réception Des Grands Hôtels



Receptionist of the year competition requirements and judging format

(Score breakdown and general information)

A nomination form to be completed from each competitor to include signature of the Front Office Manager (who must be an existing, fully paid AICR Member)

The Candidate

- The candidate must be a Receptionist (not supervisor or Duty Manager)
- The candidate must be available to participate for state and national competition
- CV/personal profile of the candidate with nomination form to be sent to info@aicraustralia.com.au a week prior to the competition

Score Format

AICR President/Treasurer as a Chairperson

Panel of 5 Judges

- 1 Judge to be AICR Member or previous year's winner
- 1 Judge to be a General Manager
- 1 Judge to be a FOM/RDM representative
- 1 Judge to be from the media or tourism
- 1 Judge to be from HR or academia / training Company representative

10 Marks – 5 minutes max

One introduction question will be asked based on themselves and The Hotel they work at. Objective: to “relax and instil confidence”

40 Marks – 10 minutes max

Four separate questions will be asked on a “technical/ product” basis, e.g. costs, profits, revenue, yield management, staffing level, structure, promotional ideas etc.

50 Marks 15 minutes max

The main part of the judging is the practical role-play, 15 minutes max described as a “typical shift at Reception, when one never knows what to expect next” !

The outline scenario brief is sent in advance to candidates to familiarise themselves – especially knowledge of the hotel and situation described.

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These 50 marks are broken down into 5 sections of 10 marks each:

- 1) 5 Marks – Conduct/confidence of dealing with scenario/body language
- 2) 5 Marks – Interpretation of Scenario
- 3) 10 Marks – Negotiation/Sales skills displayed
- 4) 10 Marks – Problem solving skills displayed
- 5) 10 Marks – Guest Relations/follow up
- 6) 5 Marks Overall - Suitability as an Ambassador of AICR Australia to be the National Receptionist of the Year. Suitability for representing Australia at International David Campbell Trophy
- 7) 5 Marks combined actors score– how did the actors feel as guests

Post Role Play - the Candidate will be invited to return to sit in front of the Judges and is given the opportunity to discuss/explain their actions of Role-Play.

Objective – clarity to judges, self-confidence to exit their interview.

General Information for Reference

Each Candidate is required:

- to report to the Interview room 15 minutes prior to the interview time
- wear their hotel uniform including their name badge
- conduct Interview in English (should be considered when choosing the Candidate, to have a good command of English)
- Results will be announced on the same day of the competition
- Each Candidate will receive feedback from the Judges/organisers
- Winner to be available to participate in Europe for David Campbell Trophy.
- Congress held every year in January