

## Competence Matrix Reptionist \*

Areas of Competence	Needed Steps of Competence Development			
<p><b>Check-in/ Check-out</b></p>	<p>He/she welcomes the guests in a friendly way, provides essential information concerning the room or the offers of the establishment without being asked, is able to fill in the respective forms and to say goodbye to the guests in a friendly way.</p> <p>He/she is able to correspond in written form and to connect telephone calls.</p>	<p>He/she is able to survey the state of room occupation (to deal with reservations) by using the reservation system, and can manage short-term changes of guests, and therefore is able to plan efficiently in advance.</p> <p>He/she is able to discern the guests, deal with them and he/she is also able to communicate in a foreign language.</p> <p>He/she is able to up-date the data base of guests with the help of the electronic data processing systems.</p> <p>He/she communicates with colleagues and with other departments of the establishment and forwards the respective relevant information.</p> <p>He/she knows about and can deal with cultural differences and their specific requirements.</p>	<p>He/she supervise the staff and controls whether the electronic report and data bank systems are properly maintained.</p> <p>He/she is able to make out hotel bills and to put invoices into the accounting settlement system.</p>	
<p><b>Room Sales and Marketing</b></p>	<p>He/she knows the rules of fixing a price and is able to sell a room under given preconditions.</p> <p>He/she knows the different offers of the establishment, is able to evaluate the different requirements of guests and to sell the respective convenient products or arrangements.</p>	<p>He/she knows how to implement the instruments of market observation, knows the trade competitors on the market and the location factors, knows the offers and demands and is able to estimate the position of the establishment in the total economic context.</p> <p>He/she has contacts with and cooperates with operators in the region or with tourism associations or similar establishments.</p>	<p>He/she is able to use the marketing mix in order to develop specific marketing measures and to evaluate the results.</p> <p>He/she is able to analyse the collected data and to draw conclusions.</p> <p>He/she is able to apply statistic methods and to present the results in reports.</p> <p>He/she is able to sell events and</p>	<p>He/she is cooperating with the marketing department and, in cooperation with them, designs a marketing plan and fixes the sales targets (selection of target groups, creation of new products, new sales channels, calculation of prices and discounts, and projecting and implementing publicity campaigns).</p> <p>He/she is able to develop new hotel products and services autonomously.</p>

Transfer of VET innovation in the field of gastronomy and hotel management

		He/she is aware of the importance of specific professional contacts with the respective ordering parties, contractors, customers, clients, and is able to maintain adequate business relationships in full compliance with the legal regulations.	regional products (cross selling) – selling of tickets for events on which hotel participates (as a partner in event organization) or providing of gift shops (e.g. cooperating with regional craftsmen).	
<b>Guest relations</b>	<p>He/she is able to inform the local guests about the offers of the establishment, as well as about the local cultural offers, leisure time offers, shopping offers, traffic routes and local sights.</p> <p>He/she is able to provide the information about the menu of the day, the other menus and the menu of beverages in cooperation with the respective departments.</p>	<p>He/she is able to inform and to consult local and international guests and to commit himself/herself to special demands made by the guests.</p> <p>He/she knows the tools to obtain information about the satisfaction of guests, by the guests and by the staff, and to evaluate it.</p> <p>He/she is able to research (Internet, contacts) and to find flexible ways in order to satisfy the clients' desires.</p> <p>He/she is attentively responsive to complaints and tries to find out the reasons by talking to the guests. He/she solves those problems according to the internal rules, documents and forwards the problems to the responsible body.</p>		<p>He/she is able to find a solution to specific demands/complaints of guests and cooperates with the other departments.</p> <p>He/she is able to develop a trustful relationship with the regular guests and to promote the offers (discounts) of the establishment and of the closer and more distant environment.</p>
<b>Administration, book keeping, cost accounting</b>	He/she knows the internal working processes, the contexts between the single internal departments and is able to cooperate in cash management, in payment transactions and in making the cost accounts – by using the internal data processing systems.	<p>He/she can identify the need for materials, goods, tools and services, can order products, survey the delivery dates, and implement the necessary action in case of a delay in delivery.</p> <p>He/she is able to perform his/her tasks within the framework of the common internal quality management system.</p>		<p>He/she can draft the invoices for tour operators, render accounts for credit cards, and bill and change foreign currencies.</p> <p>He/she creates, manages and archives files, statistics, registers and documents.</p> <p>He/she is able to evaluate those internal specific statistics in a result-oriented way.</p>

\* This competence matrix was developed on the basis of competence matrix in the ECVET Tour project and modified according to comments of workshop participants (Slovakia)