



Puspresnas
Pusat Prestasi Nasional

KISI-KISI DAN SOAL-SOAL

**LOMBA KOMPETISI SISWA (LKS)
TINGKAT NASIONAL XXIX
TAHUN 2021**



BIDANG LOMBA

Hotel Resepsionis
Hotel Reception



Member Of
worldskills

KISI – KISI SOAL LKS SMK TINGKAT NASIONAL

BIDANG LOMBA: HOTEL RECEPTION

MODUL 1: *BEHAVIOR AND PERSONAL PRESENTATION*

- *Work Organization and self-Management*
- *Grooming*
- *Body Language*

MODUL 2: *COMMUNICATION SKILLS*

- *Communication, Customer Care, and Interpersonal Skills.*
- *Appropriate greeting*
- *Self-confidence in dialog*
- *Listens with engagement*
- *Shows confidence and knows details and facts*

MODUL 3: *RECEPTION SERVICE SKILLS*

- *Checking-in Procedures*
- *Administration and Back Office Procedures.*
- *Sales Promotion*
- *Managing Complaints*
- *Checking Out Procedures*
- *All type of payment method*
- *Promotion of Local Attractions and Culture (Tourism)*
- *Calculation of Key Figures (Hotel Statistik)*

MODUL 4: *RESERVATION SERVICE SKILLS*

- *Hotel Product Knowledge*
- *Taking Reservation via phone*
- *Sales Promotion*



KEMENTERIAN PENDIDIKAN, KEBUDAYAAN, RISET DAN TEKNOLOGI
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