



**Puspresnas**  
Pusat Prestasi Nasional



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# KISI-KISI

**LOMBA KOMPETENSI SISWA (LKS)-SMK  
TINGKAT NASIONAL XXX TAHUN 2022**

**BIDANG LOMBA**

**Hotel Resepsionis  
(Hotel Reception)**



**Pariwisata & Layanan Sosial  
dan Individual**

## **KISI – KISI SOAL LKS SMK TINGKAT NASIONAL**

### **BIDANG LOMBA: HOTEL RECEPTION**

#### **MODUL 1: BEHAVIOR AND PERSONAL PRESENTATION**

*The individual needs to know and understand:*

- *Efficiency*
- *Product Knowledge*
- *the facilities available for guests with disabilities*
- *Well Organized*
- *types of customer likely to use the hotel.*
- *the importance of effective communications with guests*

#### **MODUL 2: COMMUNICATION SKILLS**

*The individual needs to know and understand:*

- *Communication, Customer Care, and Interpersonal Skills.*
- *Shows confidence and knows details and facts*
- *Social skills with guests*
- *Services promotion*
- *Promotion of Local Attractions and Culture ( Tourism ) based on Hotel Brochure*
- *Personal presentation based on Hotel Factsheet*
- *the importance of the hotel reception area to create a first impression The importance of effective communications with guests*

#### **MODUL 3: RECEPTION SERVICE SKILLS**

*The individual needs to know and understand:*

- *Checking-in Procedures*
- *Administration and Back Office Procedures.*
- *Sales Promotion*

- *Managing Complaints*
- *Checking Out Procedures*
- *All type of payment method*
- *Calculation of Key Figures*
- *Extraordinary and unexpected situations at the hotel The services and facilities offered by hotels and their tariffs*
- *the importance of the hotel reception area to create a first impression The importance of effective communications with guests*
- *Handling Group (pre-arrival, Group Check in, Group Check out)*

#### MODUL 4: *RESERVATION SERVICE SKILLS*

*The individual needs to know and understand:*

- *Hotel Product Knowledge*
- *take an individual reservation in person, over the telephone, by e-mail, fax or letter*
- *Sales Promotion*
- *Attentive to details*
- *accept chance bookings based on room availability, agreeing tariff and payment according to the hotel's policy*
- *allocate rooms according to the hotel's policy and procedure*
- *Handling Reservation for Group*



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