



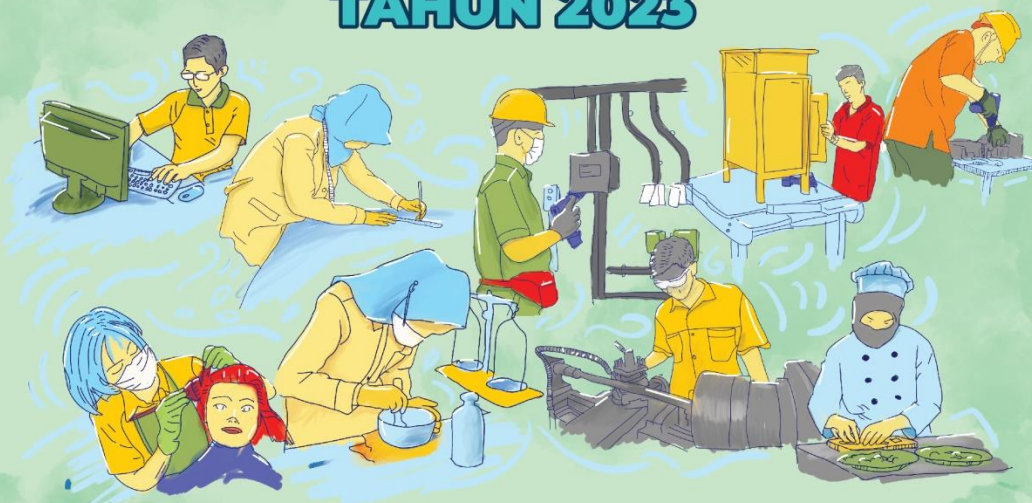
BALAI PENGEMBANGAN TALENTA INDONESIA
PUSAT PRESTASI NASIONAL
SEKRETARIAT JENDERAL
KEMENTERIAN PENDIDIKAN, KEBUDAYAAN, RISET, DAN TEKNOLOGI

**MERDEKA
BELAJAR**



KISI-KISI

LOMBA KOMPETENSI SISWA SMK TINGKAT NASIONAL TAHUN 2023



BIDANG LOMBA

Hotel Resepsionis
(Hotel Reception)

MERDEKA BERPRESTASI
Talenta Vokasi Menginspirasi

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

No.	Standar Kompetensi	<i>Project / Task Skill</i>	<i>Skill Indicator / Performance Criteria</i>	%
1	<i>Work Organization and self-Management</i>	Pengaturan Kerja dan Manajemen Diri dalam bekerja	<ul style="list-style-type: none"> -Deal effectively with guest related unexpected situations -Prioritize work effectively - Maintain The types of customer likely to use the hotel. -Apply all legislation relating to the sale and service of goods and services within hotels - Maintain The structure, role, and requirements of front office operations within the hotel industry - Maintain Self Management such as calm in any situation and confident 	5%
2	<i>Communication, Customer Care, and Interpersonal Skills.</i>	Kemampuan dalam komunikasi dua arah yang baik	<ul style="list-style-type: none"> -the importance of effective communications with guests - procedures and guidance for communicating with guests of the hotel - the importance of personal presentation 	20%

			- <i>the importance of the hotel reception area to create a first impression</i>	
3	<i>Hotel Reservation Procedures</i>	Prosedur dalam menangani pemesanan kamar	<ul style="list-style-type: none"> -<i>take an individual reservation in person, over the telephone, by e-mail, fax or letter</i> - <i>accept chance bookings based on room availability, agreeing tariff and payment according to the hotel's policy</i> -<i>request and take deposits according to the hotel's policy</i> - <i>allocate rooms according to the hotel's policy and procedure</i> 	10%
4	<i>Checking-in Procedures</i>	Melakukan proses <i>check-in</i> dan memproses transaksi pembayaran tamu	<ul style="list-style-type: none"> - <i>Up Selling room</i> - <i>check in guests according to the hotel's policy and procedure</i> - <i>maintain all necessary documentation and information relating to guests</i> - <i>issue room keys to guests</i> 	10 %

			<ul style="list-style-type: none"> - <i>provide directions to allocated room and information about hotel services and facilities</i> - <i>request and take instructions for additional services and sales</i> - <i>ensure payment to prepare for a smooth check-out</i> - <i>advise on transferring guests' luggage to rooms and organise transfers according to the hotel's policy</i> 	
5	<i>Administration and Back Office Procedures</i>	Administrasi dan pembuatan laporan keuangan	<ul style="list-style-type: none"> - <i>maintain calculation key figure in line with hotel policy</i> - <i>post charges to guest's accounts accurately</i> - <i>room statistics; room and occupancy, average room rates, RevPar, Currency Exchange. Replying Guest Comment Based on Hotel Review</i> 	10%
6	<i>Sales Promotion</i>	Kemampuan dalam menjual produk	<ul style="list-style-type: none"> - <i>promote and sell hotel services and facilities to guests on arrival and during their stay</i> 	15%

			- <i>create effective promotional displays in the reception area</i>	
7	<i>Managing complaints</i>	Kemampuan dalam menangani keluhan	<ul style="list-style-type: none"> - <i>listen to complaints attentively, taking notes as required</i> - <i>show consideration and empathy while maintaining objectivity</i> - <i>refer to the hotel's procedures in order to identify options and solutions</i> 	10%
8	<i>Checking-out procedures</i>	Proses dalam keberangkatan tamu	<ul style="list-style-type: none"> - <i>check-out guests according to the hotel's policy and procedure</i> - <i>manage express check-out and late check-out</i> - <i>receive payments: *cash</i> - <i>* credit and debit card</i> - <i>*company accounts</i> - <i>account for advance deposits received by the hotel and any refunds due to the guest</i> 	10%
9	<i>Promotion of Local Attractions and Culture (Tourism)</i>	Promosi atraksi wisata lokal dan kebudayaan	- <i>promote the local area, region and country through storytelling, experiences and guidance</i>	10%

		pariwisata setempat	<ul style="list-style-type: none"> - <i>plan trips, book tickets and make reservations on behalf of the guest</i> - <i>understand guests needs and promote accordingly</i> - <i>assist in transportation</i> 	
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Note : The Test Project enables the assessment of the applied knowledge, skills, and behaviours.

To provide context to the modules, the Test Project is associated with a hotel information package (HIP). The hotel of the competition is based on a real hotel and will be issued before 14 days start of the competition and Throughout the competition.