

**KISI – KISI SOAL LKS SMK  
TINGKAT PROVINSI ACEH TAHUN 2023**

**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 Figure*

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

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