



BIDANG LOMBA HOTEL RECEPTION

**LOMBA KOMPETENSI SISWA (LKS)
TINGKAT PROVINSI ACEH
TAHUN 2024**

**KISI – KISI SOAL LKS SMK
TINGKAT PROVINSI ACEH TAHUN 2024**

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 : *RESERVATION SERVICE SKILLS*

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

MODUL 4 : *RECEPTION SERVICE SKILLS*

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

MODUL 5 : *RECEPTION SERVICE SKILLS*

- *Checking Out Procedures*
- *All type of payment method*
- *Promotion of Local Attractions and Culture (Tourism)*
- *Calculation of Key Figure*

