



FRONT OFFICE COMPETITION

Competition details

Objective

Demonstrate (verbally and non-verbally) skills for daily front office operations, reflecting encounters with in-house guests and future guests

Team & Language

Language

It is compulsory that English (oral and written) is the language to be used in all the competition phases, briefings, communication with teammates and judges during the different tasks. Minimum

level of English: **B2**(according to EQF)!

Teams:

Teams will consist of **2**. students from different schools and countries and will be drawn by the jury.

It may happen that there is a team of **3** students in one of the following cases:

- The final number of candidates is unpaired;
- Disqualification of one of the competitors;
- Competitors last minute abandonment.

Day of the briefing

Briefing is held on Tuesday and involves following activities:

1. Competitors briefing & announcement of the teams by the Head Judge
2. Presentation of the competition schedule.
3. Introduction of the Judging panel.
4. General knowledge test
5. Questions and Answers about the competition.

All participants must attend the briefing session.



GENERAL KNOWLEDGE TEST

The aim of the General knowledge test is:

1. **Demonstrate** the students' ability to work in teams,
2. **Demonstrate** team members English proficiency and
3. **Demonstrate** general knowledge of the Case study hotel (Hotel Astra - Ferrara), destination Ferrara and rules & practices specific to the Hotel front office operations.

General knowledge test comprises of 20 questions using different question/answer format (e.g.

true/false, pick the right answer, essay type answer). The test score has an impact on the final competition scores only if the team scores $\leq 90\%$ scores at the test. In this case, team is assigned additional 5 points to their scores at the competition.

Day of the competition

Each team will participate in one integrated simulation exercise.

The total duration per team will not exceed 24 minutes, structured as follows:

- Organisation Phase – maximum 2 minutes
- Operational phase - maximum 21
 - Live Simulation – 18 minutes
 - Written Shift Handover – 3 minutes
- Verbal Shift Handover – 1 minute

The structure and timing are identical for all teams.



COMPETITION TASKS

SECTION 1 – ORGANISATION PHASE - 2 mins

At the beginning of the competition, each team receives a sealed envelope containing written operational information simulating the handover from the previous shift.

The envelope may include:

- Hotel occupancy level
- Special events affecting the hotel
- Guest remarks or alerts
- Operational risks (e.g., overbooking, VIP arrival, maintenance issue)
- Notes concerning specific rooms or reservations

The team has a maximum of 2 minutes to:

- Read the information
- Discuss strategy
- Organise responsibilities
- Prepare for the shift

No guest interaction occurs during this phase.

Judges will observe the team's organisation, cooperation and professional preparation.

SECTION 2 – LIVE PEAK HOUR SIMULATION - 17 mins

Following the Organisation Phase, the live simulation begins.

The team will manage a realistic front office environment during peak operational hours.

During this phase, the team may encounter:

- 2 In-person guest interactions (check-in, requests, complaints)
- A real incoming telephone call



- An incoming email to be answered on a computer
- Additional guest interruptions or operational challenges

Situations may occur in overlapping sequences in order to simulate realistic operational pressure.

Certain situations may be directly connected to the information provided in the Organisation Phase.

Teams are expected to:

- Demonstrate effective teamwork
- Prioritise tasks appropriately
- Communicate clearly and professionally
- Handle challenging situations calmly
- Make responsible and realistic decisions

Not all situations must necessarily be fully resolved; however, professional handling and appropriate follow-up are required.

SECTION 3 – WRITTEN SHIFT HANDOVER - 3 mins

At the conclusion of the live simulation, all interactions will stop.

The team must complete a written shift handover form within 3 minutes.

The written handover must include:

- Outstanding guest issues
- Promises made during the shift
- Operational alerts
- Priority actions for the next shift

The handover must be concise, clear and professionally structured.

This section evaluates operational awareness, responsibility and the ability to identify priorities.



SECTION 4 – VERBAL SHIFT HANDOVER - 1 min

Immediately after submitting the written handover, the team must deliver a 1-minute verbal briefing to a judge acting as the incoming front office colleague.

The verbal handover must:

- Summarise the most important information
- Identify urgent matters
- Highlight operational risks
- Demonstrate clarity and structured communication

If the time limit is exceeded, the team will be stopped.

JUDGING PANEL

The judging panel consists of experienced hospitality professionals and educators.

Teams will be assessed according to:

Teamwork & Coordination	/30
Task Prioritisation & Organisation	/20
Guest Interaction & Service Quality	/20
Communication Skills	/10
Decision-Making Under Pressure	/10
Shift Handover	/10
TOTAL	/100



Important notes

1. All rules and regulations must be adhered to, including the General AEHT Competition Rules and AEHT House Rules.
2. Mobile phones and personal electronic devices are strictly prohibited during the competition.
3. Teams must remain in the designated waiting area until called.
4. Teams will compete in groups of 5 teams and, after their competition, every team must remain inside the room until the end of the last team of the shift.
5. Communication with teams who have already completed the simulation is not permitted.
6. Photographing, filming or recording the competition is strictly forbidden. Photos and video can be taken at the end of the full session - 5 teams shift
7. Professional attire is required.
8. Rules are designed to ensure fairness and equal opportunities for all competitors; strict adherence is mandatory.