



Balai Pengembangan Talenta Indonesia
Pusat Prestasi Nasional
Kementerian Pendidikan, Kebudayaan, Riset, dan Teknologi

**MERDEKA
BELAJAR**



SMK

Kisi-Kisi

Lomba Kompetensi Siswa Nasional 2024

Hotel Resepsionis
(Hotel Reception)



30

MERDEKA BERPRESTASI
Talenta **Vokasi** Menginspirasi

KISI – KISI SOAL LKS SMK
TINGKAT NASIONAL 2024

No.	Standar Kompetensi	Project / Task Skill	Skill Indicator / Performance Criteria	%
1	Work Organization and self-Management	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 and always smile at any situation 	5%
2	Communication, Customer Care, and Interpersonal Skills.	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 	20%

			<ul style="list-style-type: none"> - <i>the importance of personal presentation</i> - <i>the importance of the hotel reception area to create a first impression</i> - <i>eye contact when having conversation with guest</i> - <i>clear articulation when speaking in English</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>reconfirm the reservation taken to the guest</i> - <i>allocate rooms according to the hotel's policy and procedure</i> -<i>inform about check-in policy to the guest prior to the arrival based on hotel's policy</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>greetings with eye contact and smile</i> - <i>asking for any reservation made before and under whose name</i> - <i>reconfirm for the reservation made</i> - <i>asking for the ID card to the guest, room preferences</i> - <i>up selling room</i> - <i>check in guests according to the hotel's policy and procedure</i> 	10 %

			<ul style="list-style-type: none"> - <i>maintain all necessary documentation and information relating to guests</i> - <i>issue room keys to guests</i> - <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 organize 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> - <i>create effective promotional displays in the reception area</i> 	15%
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> - <i>asking for any other concern to be highlighted</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</i> 	10%

			<i>hotel and any refunds due to the guest</i> <i>- asking guest comments during stay</i> <i>- offering transportation needed</i> <i>- asking for next arrival planning to the guest</i> <i>- fond farewell</i>	
9	<i>Promotion of Local Attractions and Culture (Tourism)</i>	Promosi atraksi wisata lokal dan kebudayaan pariwisata setempat	<i>- promote the local area, region and country trough storytelling, experiences and guidance</i> <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>	10%

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.



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