Trans-national comparative matrix 
(deliverable no. 2.3)

Analytical description of the 
professional qualifications (training 
profiles) to be tested in the 
experimentation 
(deliverable no. 2.4)
### Macrocompetence

1. Knows principles and procedures for basic use of ICT
2. Knows communications techniques
3. Knows sales techniques
4. Knows the necessary procedures for room reservations operations
5. Knows the hotel mission, as well as the services available to customers
6. Knows two foreign languages

### Knowledge: ha/sha
1. Optimizes the use of computer tools in the reception service
2. Supplies information on the availability of services and the sales terms
3. Receives requests for reservations using various communications tools
4. Confirms or rejects reservations on the basis of the capacity optimisation plan
5. Manages cancellations, over bookings and changes in reservations
6. Is able to communicate with guests in two foreign languages

### Skill: ha/sha
7. Records the arrival on the obligatory documents
8. Opens an account and a position for the client
9. Finds out the guest’s needs
10. Communicates company regulations
11. Informs new guests about the range of hotel services
12. Handles complaints
13. Manages the procedures for handling correspondence and registering information addressed to the customers
14. Takes care of the safety of guests and their property
15. Masters communication over the telephone
16. Masters procedures in a

### Competence: ha/sha
1. Is able to manage the approach and sales phases (is able to make reservations according to demand and the occupancy and service distribution plan)
2. Is able to manage the check-in phase (is able to welcome guests and take care of them)
3. Is able to manage the “live in” phase (including car rentals, sightseeing tours, reservation and confirmation of tickets to shows, manual and electronic records, delivery of keys or magnetic room cards and providing luggage service, handling telephone services)
Macrocompetence 1 = He/she is able to handle the operational running of the
department, according to parameters of efficiency, effectiveness and quality

<table>
<thead>
<tr>
<th>Knowledge: he/she</th>
<th>Skill: he/she</th>
<th>Competence: he/she</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>state of emergency</td>
<td>distribution of correspondence,</td>
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<td>(death, theft, ...)</td>
<td>exchange of foreign currency, care of luggage and valuables, etc.)</td>
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<td>10. knows the administrative procedures for guest registration</td>
<td>17. records charges</td>
<td>4. is able to carry out the activities of registering charges and of administrative and statistical management</td>
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<td>11. knows methods for gathering and reporting statistical data</td>
<td>18. prepares reports and printouts</td>
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<td>12. knows the proper “check-out” procedures</td>
<td>19. conducts administrative controls</td>
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<td>13. knows Reception back office procedures</td>
<td>20. applies documentation filing techniques</td>
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<td>21. updates the guest database</td>
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<td>22. updates occupancy status</td>
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<td>23. prepares data on reservations and keeps statistics (receptions and rejections)</td>
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<td>24. records the departure on the obligatory documents</td>
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<td>25. prepares statement of account, concludes and makes out an invoice;</td>
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<td>26. authenticates and enters credit and cash payments;</td>
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<td>27. exchanges foreign currencies and prepares statement of exchange according to daily rates</td>
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