

Test Project

Hotel Reception

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Introduction to Test Project

The following is a list of sections or information that must be included in all Test Project proposals that are submitted to WorldSkills.

- Contents including list of all documents, drawings and photographs that make up the Test Project
- Introduction/overview
- Short description of project and tasks
- Instructions to the Competitor
- Other

Introduction

The Test Project for Skill 56 - Hotel Reception at WorldSkills Lyon 2024 is designed to simulate four busy working days in a high-end hotel, providing a realistic and dynamic assessment of Competitors' skills and adaptability in the hospitality industry. This innovative format improves upon previous editions by eliminating long waiting periods between modules and offering a more continuous, immersive experience for Competitors.

Upon arrival each morning, Competitors will be assigned to a back-office desk where they will immediately immerse themselves in daily hotel operations. They will begin by checking emails, reading handovers, and performing other routine tasks that kickstart a typical day at a hotel's front desk.

Throughout the competition, Competitors will experience the unpredictable nature of hotel work. They will be randomly called upon to complete various modules: front office interactions, group activities, or speed tasks. This randomization mirrors the real-life unpredictability of a hotel environment, where staff must be prepared to handle any situation at a moment's notice.

To maintain a constant flow of activity and eliminate idle time between modules, Competitors will engage in "busy work" at their back-office desks. These tasks, such as responding to emails, drafting documents, or performing research, reflect the multifaceted responsibilities of a hotel receptionist. While not all of this work will be assessed, a selection of these tasks will form part of the evaluation, unbeknownst to the Competitors.

The competition schedule is organized into groups, with Competitors assigned a random number each day. This random assignment will take place during the familiarization period on C-2. The first six Competitors will form Group A, the next six Group B, and so on. This system ensures fairness through random allocation. Throughout each day, every group will rotate through all module, providing a comprehensive assessment of skills.

The Test Project is structured as a series of interconnected and standalone modules, each designed to evaluate different facets of hotel reception work. These modules are categorized into four main areas: Front Office, Back Office, Speed, and Group modules.

Module Descriptions:

Front Office Module: This module assesses Competitors' ability to handle real-time guest interactions. Participants engage in scenarios such as guest check-ins or responding to online chats, simulating direct face-to-face or immediate digital communications. These tasks evaluate emotional intelligence and customer service skills in dynamic, real-life situations.

Back Office Module: Focusing on behind-the-scenes operations, this module involves tasks that are evaluated post-completion. Competitors may input reservations, respond to emails, conduct research, or manage administrative duties. These activities reflect the crucial background work essential to smooth hotel operations.

Speed Module: This module simulates the fast-paced environment of hotel reception, where staff constantly juggle multiple urgent tasks. It tests Competitors' ability to prioritize, multitask, and make quick decisions under pressure - crucial skills in real-world hotel operations. It may involve time-sensitive tasks, urgent requests hidden among routine duties, or rapid-fire questions about hotel procedures and local knowledge.

Group Module: Replacing the former "Assessment Center" concept, this module evaluates teamwork and leadership skills. Competitors participate in or lead simulated hotel meetings, such as daily briefings, shift handovers, or staff appraisals. This module emphasizes the collaborative nature of hotel operations.

By replicating the pace, variety, and unpredictability of actual hotel operations, this Test Project aims to identify and reward those Competitors who demonstrate not only technical proficiency but also the adaptability, efficiency, and composure essential for success in the dynamic field of hotel reception. The continuous nature of the competition provides a more authentic representation of the hotel work environment, challenging Competitors to maintain consistent performance throughout each day.

Description of project and tasks

The Test Project is structured across four competition days (C1, C2, C3, C4) and consists of various module types. The following table provides an overview of the module structure:

TASK TYPE		C1	C2	C3	C4
A	Group Module	C1-A1: GM Introduction to Team	C2-A2: Greener Reception Practices Brainstorming	C3-A3: Sustainable Local Gifts Presentation	N/A
B	Front Office - Desk 1	C1-B1: Maintenance Update and Hen Party Check-In	C2-B2: Handling Complaints, Tourist Inquiries, and Housekeeping Issues	C3-B3: Phone reservation Chaos	C4-B4: Hen Party Check-Out Chaos
C	Front Office - Desk 2	C1-C1: Complex Check-In with Interruptions	C2-C2: VIP Recognition and Multitasking Challenge	C3-C3: Anniversary Crisis and Lost Passport	C4-C4: Complex Check-Out, and Career Advice
D	Front Office - Desk 3	C1-D1: VIP Guest Complaint Resolution	C2-D2: VIP Guest Future Booking and Attention to Detail	C3-D3: Eco-conscious VIP Guest Inquiries	C4-D4: VIP Check-In and Head Office Visit
E	Back Office	C1-E1: E-reputation analysis	C2-E2: Upsell procedure and training plan	C3-E3: Blackout dates for 2025	C4-E4: Developing a "5-Star Service Basics" Cheat Sheet
G	Speed Module	C1-F1: Email Prioritization	C2-F2: Handling Urgent Guest Complaint	C3-F3: Basic guest inquiry response	C4-F4: Mass Check-In Challenge

Each cell in this table represents a specific module on a particular day. For example, C1-A1 refers to the 1st Group Module of the competition on Competition day 1, C3-D3 refers to the 3rd Front Office Module of the competition at Desk 3 on Competition day 3, and so on.

C1-A1: GM Introduction to Team

Module Overview

- **Type:** Group Module
- **Duration:** 30 minutes

Participants

- Role 1: Alexandra/Alexander Mitchell (Hotel General Manager)
- Competitors: All Competitors in the designated group

Detailed scenario

The newly appointed General Manager, Alexandra/Alexander Mitchell wants to meet with the reception team. This module simulates an impromptu team meeting where the GM introduces themselves, sets expectations, and engages with the staff. Competitors will be interrupted from their current back-office tasks to participate in this meeting. They will need to demonstrate their ability to adapt quickly, interact professionally in a group setting, respond to management queries, and show their understanding of hotel operations and teamwork.

Timeline

- Competitors are given the microphones and asked to put them on. They are instructed to keep working (2 minutes). Wait until everyone resumes work before moving to step 2.
- Introduction (2 minutes): The GM enters and introduces themselves to the team.
- Team Introductions and Individual Questions (3-5 minutes per competitor = 25/30 minutes): The GM asks each team member to introduce themselves, then ask the two questions
- GM's Expectations (2 minutes): The GM outlines their vision and expectations.
- Conclusion (2 minutes): The GM wraps up the meeting and leaves
- Competitors give back the microphones.

Standardized individual questions

After each Competitor introduces themselves, the GM will ask the following questions:

- "What's your favorite local restaurant or bar that you'd recommend to our guests, and why?"
- "What's one skill or hobby you have outside of work that you think enhances your ability to provide excellent guest service?"

These questions will allow Competitors to demonstrate their local knowledge, personality, and ability to connect their personal experiences to their professional role.

Context / Email instruction

Email ID	Email content	Schedule
	<p>From: hr@fourcornershotel.com</p> <p>To: all.staff@fourcornershotel.com</p> <p>CC: a.mitchell@fourcornershotel.com</p> <p>Subject: Welcome to Our New General Manager</p> <p>Dear Four Corners Hotel Team,</p> <p>I hope this email finds you well. As we bid farewell to Mr. James Whitmore, who has led our hotel with distinction for the past seven years, we're excited to welcome our new General Manager, Alexandra Mitchell, who joins us today.</p> <p>Ms. Mitchell brings over 15 years of experience in luxury hospitality, most recently managing our sister property in Chicago. Her hands-on approach, expertise in guest satisfaction and commitment to sustainable practices in the hospitality industry have earned her properties numerous accolades in the industry.</p> <p>Ms. Mitchell will be spending time in various departments over the coming weeks to familiarize herself with our operations and team members. She's particularly interested in understanding our guest interaction processes, so you may see her around the reception and back-office areas.</p> <p>Please join me in giving Ms. Mitchell a warm Four Corners welcome. Your professionalism, local knowledge, and dedication to guest service will undoubtedly make a great first impression.</p> <p>Thank you for your continued commitment to excellence.</p> <p>Best regards,</p> <p>Isabella Morgan</p> <p>HR Director</p> <p>Four Corners Hotel, Seattle</p>	C-2

Actor Briefing

Actor Briefing	Description
Character	Role #1: Hotel General Manager - Name: Alexandra/Alexander Mitchell
Summary	The scene involves Alexandra Mitchell arriving at the hotel for the first time in her role as General Manager. She will introduce herself to the reception team, set expectations, and establish a rapport with the staff.
Key Actions/Events	<ul style="list-style-type: none"> • Initial Observation: she takes a moment to observe the area and the staff at work. • Introduction: she introduces herself to the reception team, making sure to engage with each member. She asks all the team members to introduce themselves and then asks them 2 questions • Setting Expectations: she briefly outlines her vision and expectations for the team. • Encouraging Teamwork: she emphasizes the importance of teamwork and open communication.
Dialogue Guidelines	<p>Introduction:</p> <ul style="list-style-type: none"> • "Good morning/afternoon everyone!" • Then after marking a small pause: "I'm Alexandra Mitchell, your new General Manager. It's a pleasure to meet you all." <p>Engaging with the Team:</p> <ul style="list-style-type: none"> • "I've heard wonderful things about this team and I'm excited to work with you." • "Can you please introduce yourselves? I'd like to know your name and where you're from? After that, I have a few questions I'd like to ask each of you to get to know you better. Let's start by going around the room." <p>Individual Questions</p> <ul style="list-style-type: none"> • Ok thank you. Now I'd like to ask you each two questions. • What's your favorite local restaurant or bar that you'd recommend to our guests, and why? • What's one skill or hobby you have outside of work that you think enhances your ability to provide excellent guest service?" • Who wants to start? <p>Setting Expectations:</p> <ul style="list-style-type: none"> • "As we move forward, my goal is to ensure that we provide an unparalleled guest experience. This means attention to detail, proactive service, and always going the extra mile." • "I believe in open communication and teamwork, so please feel free to come to me with any questions or concerns." <p>Encouraging Teamwork:</p>

	<ul style="list-style-type: none"> • "Together, we can make this hotel not just a place to stay, but a destination in itself." • "I'm looking forward to getting to know each of you and working together to achieve great things." <p>Concluding Interaction:</p> <ul style="list-style-type: none"> • "Thank you for your time. Let's make today a fantastic day. If you need anything, don't hesitate to reach out to me directly." <p>If a competitor asks a question:</p> <ul style="list-style-type: none"> • Swiftly redirect the conversation: "we'll have plenty of time to talk about that later, right now I really want to know you all and there is still many employees I have to meet"
Behaviour	<p>Maintain a calm and composed demeanour. Use formal language and a polite tone.</p> <p>Stand and move with confidence, reflecting your role as the leader of the hotel.</p> <p>Make eye contact and listen actively to the staff, showing genuine interest in their roles and feedback, smile and nod.</p>
Assessment focus	<ul style="list-style-type: none"> • Competitors will be assessed on whether they stand up or not when they introduce themselves. Do not ask them to stand up. • We are assessing how they answer the two standardized questions. Ensure you ask them every time to everyone. Let them reply, do not ask further questions or react in anyway. Just say different variation of "thank you", "ok that's nice", "interesting", etc.

C1-B1: Maintenance Update and Hen Party Check-In

Module Overview

- **Type:** Front Office
- **Duration:** 15-20 minutes

Participants

- Role 2: Sam Thompson (Maintenance Staff)
- Role 9: Emily Davenport (Bride-to-be)
- Role 10/11/12: Sarah, Jessica, and Megan (Bridesmaids)
- Competitor: Individual

Detailed scenario

This module begins with Sam Thompson, the friendly and talkative maintenance staff member, approaching the reception desk. Sam informs the receptionist that room 703 needs to be kept out of order due to a leak in the bathroom. As the receptionist processes this information, Sam engages in some light gossip about the new General Manager, asking if the receptionist has met her and sharing some harmless information he heard from the restaurant manager.

As Sam is mid-conversation, Emily Davenport and her three bridesmaids (Sarah, Jessica, and Megan) arrive at the reception for check-in, prompting Sam to politely excuse himself and leave.

Emily, visibly excited about her hen party weekend, approaches the desk with her friends. She provides the reservation details for their four-room booking and specifically requests that all additional charges be billed to her room, except for the individual room rates and breakfasts which her friends will pay for separately.

Once the check-in process is complete, Emily and her friends eagerly ask the receptionist for recommendations on Seattle's nightlife. They're particularly interested in popular bars, nightclubs, and rooftop venues where they can celebrate Emily's upcoming wedding.

Throughout this interaction, the receptionist must efficiently handle the maintenance update, manage the hen party's check-in process with its specific billing instructions, and provide helpful local nightlife recommendations, all while maintaining a professional and friendly demeanor.

Timeline

- Sam approaches the desk and informs about room 201 (1 minutes)
- Sam engages in gossip about the new GM (1 minutes)
- Emily and bridesmaids arrive; Sam excuses himself (1 minute)
- Emily checks in and explains billing preferences (8 minutes)
- Emily and friends ask for nightlife recommendations (4 minutes)

Context / Email instruction

Email ID	Email content	Schedule
	<p>From: emily.davenport@email.com</p> <p>To: reservations@fourcornershotel.com</p> <p>Subject: Request for Upcoming Reservation - Davenport Hen Party</p> <p>Dear Four Corners Hotel,</p> <p>I hope this email finds you well. I'm writing regarding my upcoming reservation for my hen party. I'm arriving on the 11th with my friends Sarah Blackwell, Jessica Thornton and Megan Fairfax.</p> <p>If possible, we would greatly appreciate it if all four rooms could be on the same floor. As this is a celebration for my upcoming wedding, it would be wonderful if my friends and I could be close to each other during our stay.</p> <p>I understand this might not always be feasible, but if you could make this arrangement, it would truly enhance our experience.</p> <p>We're very much looking forward to our stay at Four Corners Hotel.</p> <p>Best regards, Emily Davenport</p>	C-2

Actor Briefing

Actor Briefing	Description
Character	Role #2: Maintenance Staff - Name: Sam Thompson
Key Objectives	<ol style="list-style-type: none"> 1. Inform the receptionist about the out-of-order room 2. Attempt to engage in light gossip about the new GM 3. Adapt your behavior based on the receptionist's response 4. Leave promptly when the hen party arrives
Appearance and Mannerisms	<ul style="list-style-type: none"> • Wear the hotel's maintenance uniform or neat work clothes • Carry a clipboard or tablet for work orders • Maintain a friendly, open expression • Use hand gestures when speaking, especially if struggling with a word
Dialogue and Behavior Guidelines	<ol style="list-style-type: none"> 1. Approaching the desk (speak with enthusiasm): "Hey there! How's it going? Listen, I've got a bit of a situation with room 201." 2. Explaining the issue: "There's a leak in the bathroom. We're going to need to keep it... um, how do you say... out of order for at least today and tomorrow? It needs to stay vacant until we fix it." 3. Pause briefly to allow the receptionist to respond. Then, even if he/she is busy on the computer proceed with: "Oh, by the way, have you heard about our new GM, Alexandra Mitchell?" 4. Based on the receptionist's response, follow these guidelines: <ol style="list-style-type: none"> a) If they immediately redirect: They might say: "Is there something else I can help you with regarding maintenance?" Your response: "Oh, right, sorry. No, that's all for room 201. Thanks for your help!" (End the conversation here) b) If they politely acknowledge but don't engage: They might say: "Yes, I've heard we have a new GM." Your response: "Yeah, I heard she's really into sustainability. Apparently, she's been asking everyone for ideas on how to improve things. Can you imagine? A GM who actually wants to hear from us regular folks!" (If they still don't engage/redirect, continue.) c) If they passively listen without redirecting: They might just nod or say "Uh-huh" or "I see" Continue with: "And get this - someone said she won some big awards at her last hotel in Chicago. Must be pretty good at her job, huh? I wonder what kind of changes she'll bring here." (Pause to see if they redirect. If not, continue with one more piece of gossip) d) If they engage in gossip: They might say: "Oh really? Tell me more!" Share more details: "Well, I overheard that she's got this hands-on management style. Like, she's been seen chatting with guests directly and even helping out in different departments. Can you imagine bumping into the GM while she's helping housekeeping or something?"

	<p>5. When Emily and her bridesmaids arrive, or if the receptionist ends the conversation at any point: "Oops, looks like you've got customers. I'll let you get back to work. Don't forget about room 201!"</p>
Behavior Notes	<ul style="list-style-type: none"> • Start the gossip in a casual, friendly manner, as if you're just making conversation • Pay attention to the receptionist's reactions. If they seem uncomfortable or try to change the subject, don't push the gossip further • If the receptionist engages enthusiastically in the gossip, continue sharing what you've "heard" about the new GM • If the receptionist politely acknowledges but doesn't engage, take the hint and wrap up the conversation • Be ready to smoothly transition back to the maintenance issue if the receptionist redirects the conversation • Remember to leave promptly when the hen party arrives, regardless of where you are in the conversation
Assessment focus	<p>Your goal is to present an opportunity for the receptionist to demonstrate their professional handling of gossip. Adapt your behavior based on their reactions, allowing them to either engage, politely deflect, or redirect the conversation as they see fit.</p>

Actor Briefing	Description
Character	<p>Role #9: Hotel guest / Group member 1 - Name: Emily Davenport</p> <p>Role #10: Hotel guest / group member 2 - Name: Sarah Blackwell</p> <p>Role #12: Hotel guest / group member 4 - Name: Megan Fairfax</p> <p>Role #11: Hotel guest / group member 3 - Name: Jessica Thornton</p>
Assessment focus	<p>Your goal is to create a lively, slightly chaotic atmosphere that challenges the receptionist's ability to manage a group check-in efficiently. However, be mindful of the timing and ensure that the core check-in tasks are completed before moving on to nightlife recommendations.</p> <p>Do not ask about hotel facilities, we want the receptionist to volunteer those informations (breakfast, wifi and spa/pool).</p> <p>Competitor has 8 minutes max to complete the check-in so one of you must be a discreet timekeeper.</p> <p>You want to allow the receptionist to demonstrate their ability to provide quality recommendations and ask appropriate questions.</p>
Group Dynamic	<ul style="list-style-type: none"> • Enter the lobby with high energy, chatting and laughing amongst yourselves. • Create a slightly chaotic atmosphere with impromptu questions and unrelated dialogue. • Emily leads the interaction, but all members interject and participate actively.
Key Check-in Details:	<ul style="list-style-type: none"> • Reservation is for 4 single rooms, from 11th to 14th (3 nights). • Politely decline any offers for higher room categories. • If offered the loyalty program, ask one or two questions but ultimately decline.
Individual Roles	<p>Emily Davenport (Role #9):</p> <ul style="list-style-type: none"> • Lead the check-in process and explain the billing preferences. • Provide reservation details when asked. • Politely decline room upgrades or loyalty program offers. <p>Sarah Blackwell (Role #10):</p> <ul style="list-style-type: none"> • Occasionally distract Emily with wedding-related questions. <p>Jessica Thornton (Role #11):</p> <ul style="list-style-type: none"> • Comment on the hotel's style and decor throughout the check-in. <p>Megan Fairfax (Role #12):</p> <ul style="list-style-type: none"> • Discuss with the other's, talk about going shopping.

Key Dialogue Points	<ol style="list-style-type: none"> 1. Arrival (Emily): "Hi there! We're checking in for the Davenport hen party. I'm Emily, the bride-to-be! We're here for three nights of fun!" 2. Billing Instructions (Emily): "I'd like all additional charges to be billed to my room, except for the individual room rates and breakfasts. The girls will pay for those separately. Is that clear?" 3. Interruptions and Distractions: Sarah: "Em, have you decided on the flower arrangements yet?" Jessica: "Oh my god, look at that chandelier! It's gorgeous!" Megan: "When are we going shopping?" 4. Declining Upgrades (Emily): "Oh, that's very kind of you to offer an upgrade, but we're happy with our original rooms. Thanks though!" 5. Loyalty Program Response (Emily): "A loyalty program? That sounds interesting. What are the main benefits? ... I see, well, maybe next time. We're just focused on celebrating this weekend." 6. Emily stepping in to focus the group: If the check-in process is taking too long (over 8 minutes), Emily should say: "Alright, ladies, let's focus for a minute. We want to make sure we get checked in so we can start our celebration! Sorry about that (to the receptionist), could you please continue with the check-in?" 7. Nightlife Recommendations (Only after all have received room keys): Emily: "Now that we're all checked in, we're dying to know - where should we go to celebrate tonight?" <p>If the receptionist asks clarifying questions, respond as follows:</p> <p>a) If asked about preferred type of venue: Emily: "We're open to anything fun! Bars, clubs, maybe a rooftop place?" Jessica: "Ooh, somewhere with great music and a dance floor would be perfect!"</p> <p>b) If asked about preferred location: Sarah: "Preferably not too far from the hotel. We want to be able to get back easily." Megan: "Yeah, safety is important. Are there good spots within walking distance?"</p> <p>c) If asked about budget: Emily: "We're willing to splurge a bit. It's a special occasion after all!" Sarah: "But nothing too outrageous. Maybe a mix of high-end and mid-range options?"</p> <p>d) If asked about specific music or atmosphere preferences: Jessica: "I love a place with a great DJ and current hits!" Megan: "And somewhere we can actually talk to each other too, at least for part of the night."</p>
Conclusion scenarios	<p>Allow the nightlife interaction to last between 2 to 5 minutes.</p> <p>a) If the receptionist provides good recommendations: "Wow, these all sound amazing! Thank you so much for the suggestions. We'll definitely check some of these out!" "Yes, thanks! This gives us a great starting point for our plans."</p>

	<p>b) If the receptionist struggles to provide recommendations or spend too much time looking things up on the computer</p> <p>"No worries if you can't think of specifics right now. We appreciate you trying to help."</p> <p>"Maybe we could come back a bit later to chat more about it?"</p> <p>c) If the receptionist offers to provide more information later:</p> <p>"That's very kind of you. We'll settle into our rooms first and maybe stop by later for more details."</p> <p>"Yes, that gives us time to freshen up and think about what we're in the mood for!"</p> <p>Final wrap-up (for all scenarios): Emily: "Thanks again for all your help with check-in and everything else. We're so excited!"</p>
Behavior Notes	<ul style="list-style-type: none"> • Maintain high energy and excitement throughout the interaction. • Create controlled chaos by interrupting each other and the check-in process. • React positively to any suggestions or information from the receptionist, but stick to the script regarding upgrades and loyalty program. • If the receptionist seems overwhelmed or if the check-in process is taking too long (more than 8 minutes), Emily should step in to focus the group and speed things along. Briefly reduce the chaos to allow them to complete necessary tasks. • Do not ask about nightlife recommendations until all four group members have received their room keys. • Give the receptionist opportunity to showcase their local knowledge, but don't let the conversation drag on too long.

C1-C1: Complex Check-In with Interruptions

Module Overview

- Type: Front Office
- Duration: 15-20 minutes

Participants

- Role #5: Daniel Taylor (male) / Diane Taylor (female)
- Role #3: Frank Johnson (male) / Francine Johnson (female)
- Competitor: Individual

Detailed scenario:

This module simulates a complex front desk interaction involving two guests with contrasting personalities and needs. The receptionist must manage a routine check-in that becomes increasingly challenging due to interruptions and a subsequent room change request.

The module unfolds in three main phases:

- Check-in of Role #5 with interruptions from Role #3: Role #5 arrives for check-in. As the receptionist begins the process, Role #3 approaches and stands uncomfortably close to the desk. Throughout the check-in, Role #3 interjects with unsolicited comments:
 - "Oh yeah, the breakfast is nice here. You should try the croissants, they're delicious!"
 - "Is this the same room I have? That's nice. The view must be similar."
 - "The pool is good, but it can get a bit crowded in the afternoon. Morning's better." The receptionist must skillfully manage these interruptions while ensuring Role #5 receives accurate and complete information.
- Role #3's request: Once Role #5's check-in is complete, the receptionist assists Role #3, who requests a taxi for 7:00 p.m. to a pre-booked restaurant.
- Role #5's return and room change request: Role #5 returns, unhappy with their room due to feng shui concerns, requesting a change without additional cost. As the receptionist begins to address this, Role #3, who is still nearby, chimes in one last time: "Oh, you're absolutely right! Feng shui is so important. I learned all about it when I traveled to [country]. It really affects your energy, you know. This one time..." Mid-anecdote, Role #3's phone rings. They excuse themselves abruptly and leave, allowing the receptionist to focus on resolving Role #5's room issue.

Timeline

- Role #5 arrives for check-in (6 minutes)
 - (a) Role #3 approaches and begins interjecting comments during check-in
 - (b) Role #5 completes check-in and leaves for their room
- Receptionist assists Role #3 with taxi booking (3 minutes)
- Role #5 returns with room complaint (6 minutes)
 - (a) Role #3 makes final comment about feng shui
 - (b) Role #3 receives phone call and leaves
 - (c) Receptionist resolves Role #5's room change request

Actor Briefing

Actor Briefing	Description
Character	Frank/Francine Johnson (Role #3)
Key Objectives	<ul style="list-style-type: none"> Interrupt Daniel/Diane Taylor's check-in with friendly but unsolicited comments. Request a taxi booking for 7:00 p.m. Make a final comment about feng shui before leaving due to a phone call.
Appearance and Mannerisms	<ul style="list-style-type: none"> Speak loudly and clearly, as if you're slightly hard of hearing. Use expressive hand gestures when speaking. Stand uncomfortably close to others when talking to them.
Entry and Initial Behavior:	<ul style="list-style-type: none"> Enter the lobby exactly 2 minutes after Daniel/Diane Taylor begins their check-in process. Move slowly through the lobby, looking around with exaggerated interest at the decor, plants, or any art pieces. Make small "ooh" and "ahh" sounds as you admire things. Gradually make your way closer to the reception desk, but do so in a meandering fashion. Take your time, as if you're exploring the lobby. As you get closer, start to position yourself uncomfortably close to Daniel/Diane Taylor. Make it obvious that you're listening to their conversation, perhaps by leaning in slightly or nodding along. If acknowledged by the receptionist or Daniel/Diane before the room key is about to be given: "Oh, don't mind me, I can wait. Just admiring your lovely hotel!" After a short pause, interject: "Oh, are you checking in? How wonderful! I just got here yesterday myself. What kind of room do you have?" If at any point you're asked to step away or give space: "Oh, you're right, I'm so sorry!" (Step back a bit) However, soon start inching closer again, looking for the next opportunity to interject. When you get the chance, make comments like: "Oh yeah, the breakfast is nice here. You should try the croissants, they're delicious!" "The pool is good, but it can get a bit crowded in the afternoon. Morning's better." Be mindful not to drag this on too long. Your goal is to create an uncomfortable situation that prompts the receptionist to take action to protect Daniel/Diane's privacy. If the receptionist asks you to wait your turn or step back, comply immediately but look slightly confused or hurt, as if you don't understand why your friendliness might be an issue. However, soon start inching closer again, looking for the next opportunity to interject.
Dialogue Guidelines for Taxi Request	<p>The goal is to make this interaction last about 3 minutes, giving ample time for Daniel/Diane to go to their room and return.</p> <ul style="list-style-type: none"> Initial Request: "Excuse me, dear. Could you arrange a taxi for me for 7:00 p.m.? My wife and I are going to a lovely restaurant tonight."

	<ul style="list-style-type: none"> • Adding Details: "Oh, the restaurant is called... now, what was it again? Your colleague yesterday recommended it and book it for us (Fumble with a piece of paper in your pocket) Ah, yes! 'Canlis'. Have you heard of it? They say it's quite fancy." • Reminiscing: "You know, we don't get out much back home in Omaha. It's exciting to try new places in a big city like Seattle. Do you enjoy fine dining?" • Forgetting Information: "Oh dear, I've just realized I can't remember the restaurant's address. Do you think the taxi driver will know where it is? Maybe I should call my wife and ask her." • Changing the Request: "Actually, on second thought, do you think 7:00 is too early? Maybe we should make it 7:30. But then again, we don't want to be late... What do you think?" • Asking for Recommendations: "While we're on the subject, do you have any recommendations for after-dinner activities? We're not as spry as we used to be, but we'd like to make a night of it!" • Sudden Realization: "Oh! I've just remembered, my wife mentioned something about a dress code. Do you know if I need to wear a tie? I'm not sure I packed one." • Final Confirmation: "Alright, let's stick with 7:00 p.m. then. And you're sure the driver will know where Canlis is? Wonderful. Thank you so much for your help, dear. You've been so patient with an old fellow like me." <p>You start walking away but stick around the lobby, so you can interrupt again when you hear about Feng Shui.</p>
<p>Dialogue Guidelines for Feng Shui Interactions</p>	<ul style="list-style-type: none"> • Initial interjection: "Oh, you're absolutely right! Feng shui is so important. I learned all about it when I traveled to China." • Sharing "expertise": "It really affects your energy, you know. This one time, I rearranged our living room based on feng shui principles, and my husband swore his arthritis got better!" • Offering unsolicited advice: "Have you tried putting a mirror opposite the door? That's supposed to deflect negative energy. Or was it attract positive energy? I can never remember which..." • Recounting personal experience: "You know, in our hotel room, I moved the chair to face the window. It's all about connecting with nature. Makes a world of difference!" • Final comment before phone call: "Oh, and don't forget about colors! Red is for good luck, you know. Maybe they have some red curtains you could..." • Abrupt departure: (Phone rings) "Oh, excuse me. Hello? Yes, dear, I'll be right there. (To receptionist and Daniel/Diane) Sorry, I have to go. Good luck with your chi!"

Actor Briefing	Description
Character	Daniel/Diane Taylor (Role #5)
Key Objectives	<ul style="list-style-type: none"> • Check-in to the hotel, maintaining patience despite interruptions. • Return to the reception with concerns about your room's feng shui. • Request a room change without additional cost.
Behavior Notes:	<ul style="list-style-type: none"> • Be polite but assertive about your needs and preferences. • Show genuine interest in the hotel and Seattle, asking questions when appropriate. • Remain patient during interruptions, but let a hint of frustration show if they persist. • When discussing feng shui, become animated and enthusiastic, using terms like "energy flow" and "harmony".
Dialogue Guidelines for the check-in	<ul style="list-style-type: none"> • You have a reservation for 5 nights. • Arriving for check-in: "Hello, I have a reservation under Taylor. I'm looking forward to my stay here in Seattle!" • During check-in (reacting to interruptions): (Smile politely but show slight impatience) "Thank you for the information. Could we please continue with the check-in?" • Completing check-in: "Great, thank you. I'm excited to see the room and get settled in." • If offered, you decline the loyalty program, you have too many of those already and never use it • You don't really need anything else right now, just check-in and get to your room.
Dialogue Guidelines for Feng Shui Interactions:	<ul style="list-style-type: none"> • Returning to the reception: "Excuse me, I hate to be a bother, but I'm having some concerns about my room's feng shui." • Explaining the issue: "The energy flow in the room feels off. The bed is facing the wrong direction - it's aligned with the door, which is bad luck. And the desk is in a position that blocks the chi." • Requesting a change: "I know it might sound unusual, but is there any possibility of changing to a room with better feng shui? Perhaps one where the bed faces east or south? It's important for my peace of mind and productivity." • If offered to pay for a different category: "I'd really appreciate it if this could be done without any additional cost." • Responding to solutions: If offered a solution: "That sounds much better. I really appreciate your understanding and help with this." If no immediate solution: "I see. Well, is there anything that can be done to improve the energy flow in my current room? Maybe moving some furniture?"

C1-D1: VIP Guest Complaint Resolution

Module Overview

- Type: Front Office
- Duration: 15-20 minutes
- Location: VIP desk

Participants

- Mr./Mrs. Chen (Role #13 - Cornerstone member)
- Competitor: Individual

Detailed scenario:

Mr./Mrs. Chen, a Cornerstone member of The Reward Corner program, approaches the VIP desk in a visibly agitated state. They have been in-house for two days and have experienced a series of service failures that have left them feeling disrespected and undervalued. The guest is furious and ready to unleash a litany of complaints.

The guest's grievances include:

- VIP Check-in Failure: "When I arrived yesterday, there was nobody at the VIP desk. I had to queue with regular guests and wait. Do you know who I am?"
- Lack of Recognition: "The receptionist yesterday didn't even acknowledge me as a Cornerstone member. Everywhere I go, they always know my name. This is the first time I've been treated like a nobody. It's unacceptable!"
- Missed Upgrade: "I didn't receive my free upgrade. I always get upgraded to a suite. Always! What kind of hotel is this?"
- Absent Welcome Gift: "There was no welcome gift in my room. I've been a Cornerstone member for years, and this has never happened before."
- Breakfast Staff Oversight: "This morning at breakfast, the staff didn't know who I was either. I had to explain that I'm a Cornerstone member. It's embarrassing!"

As the guest rants, they become increasingly dramatic, exaggerating the impact of these oversights: "This stay has ruined my entire trip. I've never been so disappointed. I have connections, you know. I'm going to call head office right now!"

The receptionist must navigate this high-pressure situation, addressing each complaint while maintaining composure. They need to investigate the cause of these multiple oversights, offer appropriate compensation, and ensure the situation doesn't escalate further. All of this must be done while upholding the high standards expected at the VIP desk of a luxury hotel.

Timeline

- Guest Approach and Initial Complaint
- Escalation of Complaints
- Resolution and Conclusion

Actor Briefing

Actor Briefing	Description
Character	<p>Role #13: VIP Hotel guest</p> <p>Name: Jordan Chen (male) / Jasmine Chen (female)</p>
Character Overview:	<p>You are Jordan/Jasmine Chen, a successful tech CEO and Cornerstone member of The Reward Corner program. You're furious about a series of service failures during your stay and ready to unleash your complaints.</p>
Key Objectives:	<ul style="list-style-type: none"> Express your anger and disappointment about the service failures. Push the receptionist to offer substantial compensation. Gradually calm down if the receptionist handles the situation well. <p>Remember to drag out each complaint, allowing time for the receptionist to respond and potentially offer solutions. Your goal is to create a challenging scenario that lasts about 10 minutes, testing the receptionist's ability to handle a high-pressure situation with a VIP guest</p>
Appearance and Mannerisms	<ul style="list-style-type: none"> Dress in high-end business attire. Start with aggressive body language (leaning forward, gesticulating). Speak loudly and firmly, but don't shout.
Dialogue Guidelines:	<ul style="list-style-type: none"> Initial Approach: (Storm up to the desk, visibly fuming) "I demand to speak to the manager immediately! This is unacceptable!" (If the receptionist offers to help) "You? No, I need someone in charge. Get me your manager now!" (After the receptionist insists they can help) (Sigh dramatically) "Fine. I suppose you'll have to do. But I warn you, I'm not happy." Reaction to Not Being Recognized: (If the receptionist doesn't use your name) "You don't even know who I am, do you? Unbelievable! One more person who doesn't know me - don't you communicate in this hotel? I'm Mr./Mrs. Chen, a Cornerstone member. CHEN. C-H-E-N. Make sure you remember it!" VIP Check-in Failure: (Lean in, speaking loudly) "Let me tell you how this disaster started. When I arrived yesterday, there was nobody at the VIP desk. Nobody! I, a Cornerstone member, had to queue with regular guests. Do you have any idea how humiliating that was?" (Pause for response, then dramatically) "I've never been so insulted in my life!" Lack of Recognition: (Pacing back and forth) "And it gets worse! The receptionist yesterday didn't even acknowledge me as a Cornerstone member. Everywhere I go, they always know my name. Always! But here? I was treated like a nobody. It's absolutely unacceptable!" (Pause, then sarcastically) "I suppose that's the new standard of service here, is it?" Missed Upgrade: (Slap the desk lightly for emphasis) "Now, let's talk about my room. Or should I say, the lack of a proper room? I didn't receive my free upgrade. Do you understand? I always get upgraded to a suite. Always! What kind of second-

	<p>rate establishment is this?" (Gesture wildly) "I feel like I'm staying in a motel, not a luxury hotel!"</p> <ul style="list-style-type: none"> • Absent Welcome Gift: (Lower voice to a dangerous whisper) "And do you know what I found when I got to my room? Nothing. Absolutely nothing. There was no welcome gift. I've been a Cornerstone member for years, and this has never happened before. Never!" (Raise voice again) "Is this how you treat your most valued guests?" • Breakfast Staff Oversight: (Roll eyes dramatically) "Oh, and let's not forget this morning's fiasco. At breakfast, the staff didn't know who I was either. Can you believe it? I had to explain that I'm a Cornerstone member. It's embarrassing! Do I need to wear a sign around my neck?" • Escalation: (Throw hands up in exasperation) "This stay has ruined my entire trip. I've never been so disappointed in my life. I have connections, you know. Very powerful connections. I'm going to call head office right now! This is going to cost you dearly!" <p>After each complaint, pause and wait for the receptionist's response. If they try to offer a solution, listen but remain skeptical. If they don't respond adequately, move on to the next complaint with increasing frustration.</p> <p>Conclusion: If satisfied: "Alright, I appreciate your efforts to make this right. I'll be watching to see if things improve." If not satisfied: "This is not over. Expect to hear from your head office very soon."</p>
Behavior Notes:	<ul style="list-style-type: none"> • If at any point the receptionist doesn't use your last name and only says "Sir" or "Mr.", interrupt them: "It's Mr. CHEN. I've told you my name, please use it!" • Start off refusing to sit down if offered: "Sit down? I'm far too upset to sit!" • Interrupt the receptionist if they give long explanations: "Yes, yes, I don't need excuses. I need solutions!" • Gradually calm down if the receptionist is handling the situation well, but remain stern.
Compensation Acceptance Guidelines:	<ul style="list-style-type: none"> • Accept: Room upgrade to a suite, full spa day, complimentary dinner at the hotel's restaurant. • Refuse: Minor complimentary services (like a free drink) or small discount, general apologies without action. <p>Responding to Solutions:</p> <ul style="list-style-type: none"> • If offered a room upgrade: "Fine, but now I have to repack everything. This is so inconvenient!" • If offered complimentary services: "That's the least you could do. But it doesn't make up for the embarrassment I've suffered." • If offered points: "Points? I have millions of points. I want real compensation!" <p>Pushing for More: "Is that really all you can offer? Do you know how much business I represent to this hotel chain?"</p>

Escalation/De-escalation Guidelines:	<ul style="list-style-type: none"> • Escalate if: The receptionist dismisses your complaints, doesn't offer substantial compensation, or tries to end the interaction too quickly. • De-escalate if: The receptionist shows genuine concern, offers personalized solutions, and promises to personally handle the rest of the your stay.
Actor Briefing for Phone Call Responses	<p>When the receptionist calls for a manager:</p> <ul style="list-style-type: none"> • Listen to the request, then respond: "I'm sorry, I'm in an important meeting right now and cannot be disturbed. Is there something I can help you with?" • If pressed: "I understand. Please handle the situation according to our standard procedures and we'll debrief after." <p>Housekeeping:</p> <ul style="list-style-type: none"> • "Housekeeping, [Your Name] speaking." • For upgrade requests: "Certainly, I can confirm that the [Suite Type] is ready for Mr./Mrs. Chen. We'll prepare it immediately for their move." • For welcome gift inquiries: "I apologize for the oversight. We'll send up our VIP welcome package right away. It should be there within 15 minutes." <p>Front Desk:</p> <ul style="list-style-type: none"> • "Front Desk, [Your Name] speaking." • Confirm any details about the check-in process: "Yes, I can confirm that Mr./Mrs. Chen checked in yesterday. I see here that there was a delay at the VIP desk. I'm very sorry about that inconvenience." <p>Restaurant/Breakfast Service:</p> <ul style="list-style-type: none"> • "Restaurant Service, [Your Name] speaking." • Regarding the breakfast incident: "I sincerely apologize for the oversight this morning. I'll personally brief our staff about Mr./Mrs. Chen's Cornerstone status to ensure it doesn't happen again." <p>Loyalty Program Office:</p> <ul style="list-style-type: none"> • "Loyalty Program Office, [Your Name] speaking." • Confirm Mr./Mrs. Chen's status: "Yes, I can confirm that Mr./Mrs. Chen is indeed a very important Cornerstone member." • About points or compensation: "Yes, we can certainly add [X] points to Mr./Mrs. Chen's account as compensation. I'll process that right away." <p>General Manager's Office: If the receptionist manages to reach this office:</p> <ul style="list-style-type: none"> • "General Manager's Office, [Your Name] speaking." • Listen to the issue, then respond: "I understand the severity of the situation. While the General Manager is unavailable at the moment, I assure you that they will be briefed about this as soon as possible. In the meantime, please use your discretion to resolve the issue and ensure Mr./Mrs. Chen's satisfaction. You have our full support."

C1-E1: E-reputation analysis

Module Overview

- Type: Back Office
- Duration: Background task

Detailed scenario

Competitors receive an email from the hotel's Marketing Director requesting assistance with a comprehensive e-reputation analysis. The email explains that as front desk staff regularly interact with guests and respond to online reviews, their perspective is valuable for this task. Competitors must compile their findings and recommendations into a professional report.

Context / Email instruction

Email ID	Email content	Schedule
	<p>From: marketing@fourcornershotel.com</p> <p>To: [Competitor's Email]</p> <p>Subject: Assistance needed with E-reputation Analysis</p> <p>Hello,</p> <p>I hope this email finds you well. I'm reaching out to request your assistance with an important project for our Marketing department.</p> <p>As you know, our online reputation is crucial to our success, and as someone who regularly interacts with our guests and manages online reviews, your perspective is invaluable. We'd like you to conduct an e-reputation analysis for us.</p> <p>Here's what we need:</p> <ul style="list-style-type: none"> • A report on the current state of our hotel's online reputation. Please use publicly available information for this analysis. * • Identification and analysis of three main Competitors' online reputations. • Use the current rating as a point of comparison as well as the last few worst and best comments. • Our hotel's reputation position against the identified Competitors. • A SWOT (Strengths, Weaknesses, Opportunities, Threats) analysis based on your findings. <p>I understand this is outside your usual responsibilities, but your insights from the front desk will be extremely valuable for this project.</p> <p>If you could finish this before the end of your shift, it would be great.</p> <p>Thank you for your assistance on this crucial project.</p> <p>Best regards,</p> <p>Charlotte Harrington Marketing Director Four Corners Hotel, Seattle</p>	C1

	*For this module, you should use the reputation from the Four Seasons Seattle	
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C1-F1: Email Prioritization

Module Overview

- Type: Back Office
- Duration: Background task throughout the day

Detailed scenario: Competitors will receive various emails in their work inbox. Among these will be two high-priority emails: a corporate rate inquiry and a wedding inquiry. Competitors must recognize the importance of these emails, prioritize them appropriately, and handle them correctly by either forwarding them to the right department or replying with an acknowledgment while copying the appropriate team.

Context / Email instruction

Email ID	Email content	Schedule
	<p>From: sarah.johnson@techinnovate.com</p> <p>To: [Competitor's Email]</p> <p>Subject: Corporate Rate Inquiry for TechInnovate Inc.</p> <p>Dear Four Corners Hotel Reception,</p> <p>I hope this email finds you well. My name is Sarah Johnson, and I'm the Travel Coordinator for TechInnovate Inc. We're currently in the process of selecting our preferred hotels for the upcoming year, and Four Corners Hotel has come highly recommended.</p> <p>Given that we anticipate booking approximately 500 room nights annually in Seattle, we're interested in learning more about your corporate rates and any additional benefits you might offer for volume bookings.</p> <p>Some specific questions we have:</p> <ul style="list-style-type: none"> • What are your corporate rate options? • Do you offer any incentives for meeting certain room night thresholds? • What amenities are included in your corporate rates? • Do you have any blackout dates for corporate rates? <p>We're finalizing our travel partners this week, so any information you could provide promptly would be greatly appreciated. If there's a specific sales representative or department I should be speaking with about this, please let me know.</p> <p>Thank you for your time, and I look forward to hearing from you soon.</p> <p>Best regards,</p> <p>Sarah Johnson</p> <p>Travel Coordinator</p> <p>TechInnovate Inc.</p>	C1
	<p>From: jessica.lee@email.com</p>	

	<p>To: [Competitor's Email]</p> <p>Subject: Wedding Venue Inquiry - Summer 2025</p> <p>Dear Four Corners Hotel Reception,</p> <p>My fiancé and I are excited to be planning our wedding for the summer of 2025, and we're very interested in potentially hosting our special day at your beautiful hotel.</p> <p>We're looking at dates in July or August 2025 and expecting around 150 guests. We'd love to know more about your wedding packages, available dates, and any special offers you might have.</p> <p>Specifically, we're wondering:</p> <ul style="list-style-type: none"> • What wedding venues do you have available, and what are their capacities? • Do you offer all-inclusive wedding packages? If so, what do they include? • Are there any dates available in July or August 2025? • Do you offer special rates for guests staying at the hotel? <p>We're touring venues this month and would love to include Four Corners in our list. Is it possible to schedule a tour in the next week or two? If you have a dedicated events team or wedding coordinator, it would be great to get in touch with them directly.</p> <p>Thank you so much for your help. We're really looking forward to learning more about your venue!</p> <p>Warm regards,</p> <p>Jessica Lee</p>	
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C2-A2: Greener Reception Practices Brainstorming

Module C2-A: Greener Reception Practices Brainstorming and Presentation

Module Overview

- **Type:** Group Module with a speed element
- **Duration:** 90 minutes
- **Location:** Back Office Area A

Participants

- Competitors: All Competitors in the designated group (no actors)

Detailed scenario:

At the beginning of this module, Competitors will receive an email from the General Manager (GM) in their work inbox. The email will request a brainstorming session among the reception team to develop ideas for implementing more environmentally friendly practices in their daily operations at the reception desk. The team is expected to prepare a presentation of their findings and recommendations for the GM.

The GM's email will indicate that the team has 90 minutes for this task, without providing specific instructions on how to use this time. This approach aims to assess the Competitors' ability to organize themselves, manage their time effectively, work collaboratively, and prepare a professional presentation without explicit guidance.

Competitors will need to decide how to best utilize the given time, which may include research, brainstorming, discussion, idea refinement, and preparation of their presentation. The lack of specific structure will test their initiative, leadership, and time management skills.

Context / Email instruction

Email ID	Email content	Schedule
	<p>From: Alexandra Mitchell <a.mitchell@the4cornershotel.com></p> <p>To: Reception Team <reception@the4cornershotel.com></p> <p>Subject: Urgent: Group Brainstorming on Greener Reception Practices</p> <p>Dear Reception Team,</p> <p>I've scheduled this time in your calendar for you to collectively brainstorm and develop ideas for more environmentally friendly practices at our reception. As part of our ongoing commitment to sustainability, I've organized four working groups to tackle this important task, and your group has been assigned to this initiative.</p> <p>Objective:</p> <p>As a group, identify, develop, and prepare to present ideas for implementing greener practices in our daily reception operations.</p> <p>You have 90 minutes starting now to work on this task and prepare your group presentation. I trust you to use this time effectively to produce thoughtful, innovative ideas as a team.</p> <p>Focus areas to consider:</p> <ul style="list-style-type: none"> • Reducing paper usage 	C2

	<ul style="list-style-type: none"> • Minimizing energy consumption • Decreasing waste generation • Promoting sustainable options to guests <p>Your group presentation should include:</p> <ul style="list-style-type: none"> • An overview of your top 3-5 ideas • Potential benefits and challenges of each idea • Recommendations for implementation <p>Consider both immediate changes we can implement and long-term strategies for sustainability. Think about how these changes might affect guest experience and any potential challenges in implementing these practices.</p> <p>I look forward to hearing from all four groups later this week. The specific time for your group's presentation will be communicated separately.</p> <p>This is an opportunity to showcase your collective understanding of our operations, our commitment to sustainability, and your ability to innovate while maintaining our high standards of guest service.</p> <p>Best regards,</p> <p>Alexandra Mitchell</p> <p>General Manager</p> <p>The Four Corners Hotel, Seattle</p>	
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C2-B2: Handling Complaints, Tourist Inquiries, and Housekeeping Issues

Module Overview

- Type: Front Office
- Duration: 20 minutes

Participants

- Mr./Mrs. Johnson (Role #3)
- Mr./Mrs. Lomack (Role #15)
- Lisa/Leo (Role #17 - Housekeeper)
- Competitor: Individual

Detailed scenario

The module unfolds in three distinct phases:

- Complaint Handling (3 minutes):

Mr./Mrs. Johnson (Role #3) approaches the desk to complain about their experience from the previous night. They express dissatisfaction with the recommended restaurant, their table placement, food quality, and the taxi service. The guest isn't seeking any specific resolution but wants to ensure the receptionist is aware of these issues. As Mr./Mrs. Lomack (Role #15) approaches the desk, Mr./Mrs. Johnson notices and decides to leave, concluding their complaint session.

- Tourist Information and Planning (10 minutes):

Mr./Mrs. Lomack (Role #15) eagerly seeks information about Seattle attractions. They're interested in vineyards, coffee shops, music scenes, and other local highlights. The guest asks numerous questions, sometimes not waiting for complete answers, and occasionally tells the receptionist not to worry if they don't know everything immediately. The goal is to create a rough plan for the day and gather ideas for the rest of their stay.

- Housekeeping Interruption (1-2 minutes):

Midway through the interaction with Mr./Mrs. Lomack, Lisa/Leo from housekeeping (Role #17) calls to interrupt with urgent information. They report that a room won't be ready for check-in due to excessive smoking by the previous guests. The room is too smelly to sell for the night, and they recommend charging a cleaning fee and possibly taking the room out of order for thorough cleaning and airing.

Timeline

- Mr./Mrs. Johnson complains about their experience
- Mr./Mrs. Lomack arrives; Mr./Mrs. Johnson leaves
- Receptionist assists Mr./Mrs. Lomack with tourist information
- Housekeeping interrupts with room issue
- Receptionist handles housekeeping issue while continuing to assist Mr./Mrs. Lomack
- Wrap up interaction with Mr./Mrs. Lomack

Actor Briefing

Actor Briefing	Description
Character	Mr./Mrs. Johnson (Role #3)
Key Objectives	<ul style="list-style-type: none"> Setting a strange atmosphere Complain about your experience from the previous night. Ensure the receptionist is aware of the issues without seeking specific resolutions. Leave when Mr./Mrs. Lomack approaches the desk.
Dialogue Guidelines	<ul style="list-style-type: none"> Initial Approach: (Approach the desk with a friendly smile) "Good morning! Say, I wanted to tell you about our little adventure last night. You wouldn't believe what happened!" Talking About the Restaurant: "That restaurant your colleague recommended? Well, it was quite an experience! I'm sure they meant well, but I wonder if they've actually eaten there recently." (Chuckle knowingly) Table Placement: "They sat us near the kitchen, which was noisy, but it was fascinating watching the staff work. It reminded me of when I used to take my students on field trips to restaurants to learn about the service industry." Food Quality: "Now, the food was a bit of a mixed bag. My steak was a little overcooked, but my wife's fish was delicious! It got me thinking about the time we went fishing in Minnesota. Did you know that Minnesota is known as the 'Land of 10,000 Lakes'?" Taxi Service: "Oh, and the taxi ride back was an adventure! The driver got a bit lost, but it gave us a chance to see more of the city. Did you know Seattle was named after a Native American chief? Fascinating history!" Wrapping Up: "Anyway, I just thought you'd like to know about our evening. It's all part of the travel experience, isn't it? Maybe you could pass this feedback to your colleague who made the recommendation. Oh, by the way, do you have any recommendations for today? We're thinking of visiting a museum." Noticing Mr./Mrs. Lomack and Leaving: (Glance at the guest, then back to the receptionist) "Oh, I see you have another guest. I don't want to hold up the line. Maybe I'll come back later and we can chat more about Seattle's history!"
Behavior Notes	<ul style="list-style-type: none"> Maintain a friendly and talkative demeanor throughout. Deliver the passive-aggressive comment about the colleague's recommendation with a smile, as if you're being helpful rather than critical. Frequently go off on tangents, connecting your experiences to historical facts or personal anecdotes. If the receptionist tries to address any complaints, listen and then wave them off: "Oh, don't worry about that. It's all part of the adventure!" Show genuine interest in the receptionist's responses, often using them as springboards for new topics. When you notice Mr./Mrs. Lomack, look slightly disappointed that you have to end the conversation.

Actor Briefing	Description
Character	Role #15: Hotel guest Name: Thomas Lomack (male) / Tessa Lomack (female)
Character Overview	You arrived yesterday. You're enthusiastic, curious, and eager to make the most of your time in Seattle.
Key Objectives	<ul style="list-style-type: none"> • Seek comprehensive information about Seattle attractions and activities. • Allow the receptionist opportunities to ask questions and tailor recommendations. • Maintain enthusiasm throughout the interaction, but be responsive to the receptionist's guidance.
Dialogue Guidelines	<ul style="list-style-type: none"> • Initial Approach: "Good morning! I'm thrilled to be in Seattle. I have three whole days here, and I want to make the most of every moment. Could you help me plan my itinerary, starting with today? I'll probably come back tomorrow for more ideas for the rest of my stay." <p>Let the receptionist guide the conversation from there.</p> <ul style="list-style-type: none"> • Setting the Scene: "I'm a bit overwhelmed with all the options. There's so much to see and do! I'd love your help in creating a great plan for today, and maybe a rough outline for the next two days. What would you recommend as must-see attractions or experiences?" • Expressing Interests: "I'm particularly interested in vineyards, coffee shops, and music scenes. Oh, and any unique geographical features or historical sites would be fantastic too! But let's focus on today first - what are the top things I shouldn't miss?" • Clarifying the Plan: "So, if we can nail down a solid plan for today, that would be great. I'll come back tomorrow to flesh out the rest of my stay. Does that sound good?" • Responding to Questions: <ul style="list-style-type: none"> (a) If asked about preferred activities: "I love a mix of outdoor adventures and cultural experiences. Maybe some hiking or a boat tour, and definitely some museums or historical sites." (b) If asked about budget: "I'm working with a moderate budget, but I'm willing to splurge on one or two really special experiences." (c) If asked about transportation: "I'm open to anything - public transport, walking, maybe even renting a bike if that's an option." (d) If asked about dietary preferences: "I'm excited to try local specialties. Seattle's known for great seafood, right?" • Asking Follow-up Questions: <ul style="list-style-type: none"> (a) "That sounds interesting! How long do you think that activity would take?" (b) "Is that attraction easily accessible by public transport?" (c) "Are there any local secrets or hidden gems you'd recommend?" • Sharing Previous Experiences: "I visited the Space Needle yesterday - it was amazing! What other iconic Seattle experiences should I not miss?"

	<ul style="list-style-type: none"> Thinking Aloud: "Hmm, maybe I could start with a coffee tour in the morning, then head to a museum after lunch. What do you think?"
Behavior Notes	<ul style="list-style-type: none"> Show genuine interest in the receptionist's recommendations. Occasionally interrupt with a new question, but always apologize and allow the receptionist to finish. React positively to suggestions, but also ask for alternatives to assess the receptionist's knowledge. If the receptionist seems unsure, be encouraging: "No worries if you're not sure. Maybe you could look it up later and let me know. Let's focus on today?" Show excitement about having three days to explore, but emphasize focusing on today's plan first. Occasionally mention future days: "That sounds amazing! Should I save that for tomorrow or the day after?" If the receptionist starts giving too much information for future days, gently redirect: "That's great info, but let's focus on today for now. I don't want to forget all these great suggestions!" Towards the end of the interaction, reaffirm your intention to return: "Thank you so much! This is a great plan for today. I'll definitely come back tomorrow to plan the rest of my stay." <p>After 10 minutes, if you still don't have a clear plan for today, wraps things up. Make an excuse to leave or simply say: I have to go, I'll let you research it and I'll come back later.</p>
Additional Guidelines	<ul style="list-style-type: none"> Likes: Outdoor activities, historical sites, local cuisine, music, and cultural experiences. Dislikes: Overly touristy attractions, very expensive activities. Already seen: Space Needle, Pike Place Market.
	<p>Remember, your goal is to engage the receptionist in a detailed conversation about Seattle attractions, allowing them to demonstrate their knowledge and recommendation skills. Be enthusiastic but also give them space to ask questions and tailor their suggestions to your interests.</p> <p>Do not volunteer too much information, let them guide the conversation.</p>

Actor Briefing	Description
Character	Actor Briefing for Lisa/Leo Martinez (Role #17 - Housekeeper)
Character Overview:	You are Lisa/Leo Martinez, the head housekeeper at Four Corners Hotel in Seattle. You're efficient, direct, and take pride in maintaining the hotel's high standards.
Key Objectives:	<ul style="list-style-type: none"> • Interrupt the ongoing interaction with urgent information about a room issue. • Clearly communicate the problem and your recommendations. • Convey a sense of urgency while remaining professional.
Appearance and Mannerisms (for phone interaction)	<ul style="list-style-type: none"> • Speak clearly and professionally, with a slight sense of urgency in your voice. • Use concise, direct language. • Be prepared to repeat information if necessary, but with a hint of impatience.
Dialogue Guidelines:	<p>You call about 5 minutes after the interaction with Mr./Mrs. Lomack (Role #15) starts</p> <ul style="list-style-type: none"> • Initial Contact: "This is Lisa/Leo from Housekeeping. We have a problem." • Explaining the Issue: "Room 315 won't be ready for check-in. The previous guests were heavy smokers, and the smell is overwhelming. It's too strong to sell the room tonight." • Recommendations: "I recommend we charge a cleaning fee and take the room out of order. It needs thorough cleaning and airing out." • Emphasizing Urgency: "This needs immediate attention. We have check-ins coming soon, and we can't let guests into a room in this condition." • If Asked for More Details: "The smell is in the carpets, curtains, and even the walls. It's against our non-smoking policy, and it'll take special cleaning to remove." • If Questioned About the Cleaning Fee: "You know, the cleaning fee. It covers our extra labor and materials for deep cleaning. It's written in every bedroom 500 USD if you smoke." • If the Receptionist Promises to Handle it Later: "I understand you're busy, but you need to block the room." • Wrapping Up: "Ok, don't check-in anyone in there."

C2-C2: VIP Recognition and Multitasking Challenge

Module Overview

- Type: Front Office
- Duration: 20 minutes

Participants

- Alexandra/Alexander Mitchell (Role #1)
- Mr./Mrs. Patel (Role #14 - VIP guest)
- Sam Thompson (Role #2)
- Competitor: Individual

Detailed Synopsis:

The scene opens with Alexandra/Alexander Mitchell, the newly appointed General Manager, entering the hotel lobby. She immediately notices a dirty coffee cup on a table near the reception desk, demonstrating her keen eye for detail. Without hesitation, she picks up the cup, setting a clear standard for cleanliness and attention to detail.

As the GM approaches the reception desk, she greets the receptionist warmly, introducing herself if they haven't met before. Under the guise of a routine check, she casually asks specific question about the hotel and the current room occupancy. This interaction serves as a test of the receptionist's knowledge and ability to quickly access and provide accurate information.

While the GM is still engaged with the receptionist, Mr./Mrs. Patel, a VIP guest, approaches the desk for check-in. However, they've inadvertently come to the wrong desk, as VIP guests should be checked in at a special counter. This creates a critical moment for the receptionist to demonstrate their ability to recognize VIP guests and handle the situation appropriately, all under the watchful eye of the GM.

At this point, the scene can unfold in one of two ways:

- If the receptionist correctly identifies the VIP status and smoothly informs Mr./Mrs. Patel about the special check-in area, the GM approves of this action. She then offers to personally escort the guest to the VIP desk, using this as an opportunity to interact directly with the valued client.
- If the receptionist fails to recognize the VIP status and begins a standard check-in process, the GM politely intervenes. She introduces herself to the guest, apologizes for the confusion, and offers to escort them personally to the VIP check-in area.

In either scenario, the GM leaves the reception desk with the VIP guest, bringing this part of the interaction to a close.

Shortly after the GM and VIP guest depart, Sam Thompson, the affable maintenance technician, approaches the desk. He greets the receptionist warmly, immediately requesting a room list to organize AC maintenance. He also asks for a room move to free up room for some necessary work.

While the receptionist is working on the system to fulfill the maintenance requests, Sam engages in some friendly gossip about the spa manager. He shares information he's heard from the restaurant manager, testing the receptionist's ability to handle workplace chatter professionally while staying focused on their tasks.

As the scene draws to a close, Sam wraps up his requests and exits

Timeline Summary

- GM Interaction with Receptionist (2-5 minutes):
- VIP Guest Arrival (5-7 minutes):
- Maintenance Staff Request and Gossip (3-5 minutes):

Actor Briefing

Actor Briefing	Description
Character	Alexandra/Alexander Mitchell (Role #1 - General Manager)
Key Objectives	<ul style="list-style-type: none"> • Demonstrate attention to detail and high standards for cleanliness. • Test the receptionist's knowledge and efficiency. • Assess and react to the receptionist's handling of a VIP guest. • Model excellent guest interaction for the staff.
Dialogue Guidelines	<ul style="list-style-type: none"> • Entering the Lobby: (Notice the coffee cup (if still there, pick it up without comment) • Approaching the Reception Desk: "Good morning! How are you doing today?" (Pause for response) • Small Talk about the Hotel: <ul style="list-style-type: none"> "I'm still trying to get my bearings here. How many categories of rooms do we have again?" (Listen to response) "Ah, yes, so what are the suites? We have five types right, remind me what they are?" (Wait for the receptionist to list them)" "Ah, yes. And the Governor's Suite, how many people can it accommodate?" (Listen to response) "What floor is that on again?" (Listen to response) "That's helpful, thank you. Oh, and remind me, do we have Accessible Rooms?" (Listen to response) "What's the suite on the top floor... It's the presidential suite, right? How big is that?" (Listen to response) • Transitioning to Occupancy: "Speaking of rooms, are we full tonight?" (If they say no) "Oh, interesting. What's our occupancy like then?" • After Receiving Occupancy Information: <ul style="list-style-type: none"> If accurate and quick: "Excellent, thank you. It's always good to have a pulse on our numbers. You seem to know the property very well." If inaccurate or slow: "I see. It's important we have this information at our fingertips. Perhaps we should review the room types and occupancy tracking together sometime?" • As VIP Guest Approaches: "Well, thank you for the update. I'll let you get back to work now." (Step back slightly, but remain within earshot, observing the interaction) <p>Ask questions about the hotel in a casual manner, as if you're double-checking your own knowledge rather than testing the receptionist. If the receptionist doesn't know or struggle to answer move on to the next question "it's ok, don't worry, I'll check later..". Do not allow the receptionist to look up the answers: they either know or don't. Move to the next question, allowing no more than 30 sec per question. You can look at your notes if you need (do it like if you had written notes during your day on your phone), but it's critical you ask all six questions everytime in the same order.</p> <ul style="list-style-type: none"> • If Receptionist Recognizes VIP Status: (To receptionist) "Well done. I'm impressed with your attention to our valued guests." (To guest) "Welcome to Four Corners, Mr./Mrs. Patel. I'm Alexandra/Alexander Mitchell, the General Manager. May I personally escort you to our VIP check-in area?"

	<ul style="list-style-type: none"> • If Receptionist Fails to Recognize VIP Status: (Politely interrupt) "Excuse me, I believe Mr./Mrs. is one of our Pioneer members." (<u>Pause to allow receptionist to correct the situation</u>) If receptionist doesn't correct: "I apologize for the confusion, Mr./Mrs. Taylor. I'm Alexandra/Alexander Mitchell, the General Manager. Please allow me to escort you to our VIP check-in area personally." • To VIP Guest While Escorting: "We're delighted to have you with us, Mr./Mrs."
Behavior Notes:	<ul style="list-style-type: none"> • Begin the scene by demonstrating your attention to detail with the coffee cup (if still there) • Maintain a friendly and approachable demeanor during the small talk, showing genuine interest in the receptionist's responses. • Ask questions about the hotel in a casual manner, as if you're double-checking your own knowledge rather than testing the receptionist. • Pay close attention to the accuracy and confidence of the receptionist's responses about room types and details. • Transition smoothly from questions about the hotel to the occupancy inquiry, keeping the tone professional but conversational. <p>Remember, your role is to assess the receptionist's knowledge of the hotel and their ability to handle questions from management while maintaining a friendly, professional demeanor. Your approach should be warm and curious, but still maintain the attention to detail expected of a General Manager.</p>

Actor Briefing	Description
Character	Name: Adrian Patel (male) / Andrea Patel (female)
Overview	You're a Pioneer member, you're coming to check-in.
Key Objectives:	<ul style="list-style-type: none"> • Approach the "wrong desk" for check-in (you should be at the VIP desk) • Make small talk waiting for the receptionist to realise you're here to check-in • React appropriately to either the receptionist's recognition of your status or the GM's intervention.
Dialogue Guidelines:	<ul style="list-style-type: none"> • Initial Approach: (Approach the desk with a warm smile) "Good morning! How are you today?" • Small Talk: "It's a beautiful day in Seattle, isn't it? The air feels so crisp and clean here. Do you happen to know if it's always like this?" • Commenting on the Lobby: "I must say, your lobby is quite impressive. Those plants in the corner - are they real to the area? Are they from the region?" • Hinting at Stay: "I'm looking forward to exploring the city. Do you have any recommendations for eco-friendly tours or green spaces nearby?" • If the receptionist hasn't yet asked about check-in: "Oh, by the way, I noticed you have a lovely view of the bay from here. I wonder if the rooms have a similar view?" • If still not asked about check-in: (Glance at watch) "I suppose I should get settled in soon. I have a meeting later about sustainable business practices." • Finally Mentioning Check-in: "Well, I suppose I should check in. The name is Patel, Alexander/Alexandra Patel." <p>When the VIP status is mentioned: "Oh, yes, I suppose I am."</p> <p>When escorted to the other desk: "Thank you, that's so nice. So you're the manager? Nice to meet you..."</p>

Actor Briefing	Description
Character	Role #2: Maintenance Staff - Name: Sam Thompson
Key Objectives	<ul style="list-style-type: none"> Request a room list for AC maintenance and a room move for room 205. Engage in friendly conversation and subtle gossip while the receptionist works on your requests. Test the receptionist's ability to multitask and maintain professionalism.
Dialogue Guidelines:	<ul style="list-style-type: none"> Approaching the Desk: "Hey there! How's it going? Busy day, huh?" (Smile warmly) Making Requests: "I need your help with two things. First, can I get a list of vacant rooms for AC maintenance? We need to clean the... how do you call that... hm.. filters... ! And also, we need to change the allocation for room 609. We have to do some work there." If asked for the AC maintenance: it's only a 5 minutes per room. You need the rooms vacant right now including arrivals who have not yet checked-in. If asked about 609: we need to repaint the walls, it's a 1 day job. While Receptionist is Working: "Thanks for helping with this. Oh, hey, have you heard the latest gossip? It's so exciting!" Introducing the Gossip: "So, I heard from the restaurant manager that the new spa manager is dating someone on our team. Isn't that interesting? I'm trying to figure out who it could be." Speculating and Asking for Input: "At first, I thought maybe it was John from the front desk, but then I saw him with his wife. Then I wondered if it could be Sarah from housekeeping. What do you think? Do you have any guesses?" If Receptionist Engages: "Oh, you think so? That's a good guess! I hadn't thought of them. Wow, this is like a real-life mystery, isn't it?" If Receptionist Deflects: "Oh, sorry. I guess I shouldn't talk about this stuff. I'm just curious, you know? It's like a puzzle, trying to figure it out." Continuing Speculation: "You know, I saw the spa manager having coffee with someone in the staff lounge yesterday. I couldn't see who it was though. Have you noticed anything?" Wrapping Up: "Well, I guess we'll find out eventually. Thanks so much for your help with the maintenance stuff. This will make my job much easier today. Have a great rest of your day!" <p>If it takes too long for the receptionist, make an excuse to leave (more than 4 minutes).</p>
Behavior Notes:	<ul style="list-style-type: none"> Maintain a friendly and enthusiastic demeanor throughout the interaction. Show genuine excitement about the gossip, as if you're sharing an interesting story rather than malicious rumor. If the receptionist seems uncomfortable or tries to change the subject, look a bit confused but then apologize: "Oh, I'm sorry. Maybe I shouldn't talk about this. It's just so interesting, you know?" Use simple English, occasionally pausing as if searching for words. For example: "The spa manager and someone else are... um... how do you say... dating? Is that the right word?"

- If the receptionist efficiently handles your requests while deflecting the gossip, express admiration: "Wow, you're really good at this! So professional. I'm still learning how everything works here. "

Remember, your role is to create a situation where the receptionist must balance professional tasks with the temptation to engage in workplace gossip. Your friendly nature and innocent approach to the gossip should test their ability to maintain professionalism while multitasking. The goal is to see if the receptionist can politely redirect the conversation while still completing your maintenance requests efficiently.

C2-D2: VIP Guest Future Booking and Attention to Detail

Module Overview

- Type: Front Office
- Duration: 20 minutes
- Location: (VIP Desk)

Participants

- Role #13: VIP Hotel Guest - Jordan Chen (male) / Jasmine Chen (female)
- Competitor: Individual

Detailed Scenario:

Mr./Mrs. Chen, a Cornerstone member, approaches the VIP desk during their first stay at this particular hotel. They begin by commenting on the welcome gift they received upon arrival, describing it as "not great." This subtle complaint is a reminder of yesterday's interaction and sets the tone for this new interaction, hinting at their high expectations and attention to detail.

The guest then expresses their intention to book another stay for the following week, this time for their entire family. While Mr./Mrs. Chen is currently staying alone, they explain that the upcoming visit will include their partner, their own children, and step-children. As they're unfamiliar with this specific hotel, they ask the receptionist for recommendations on what to book for a family stay.

Throughout the conversation, Mr./Mrs. Chen frequently makes comparisons to their experiences at other properties within the chain, particularly regarding family accommodations.

For each room or suite option the receptionist suggests, the guest asks increasingly detailed questions:

- "What floor would that be on?"
- "What kind of view does it have?"
- "What size are the beds? Are there enough for all the kids?"
- "Is there a separate living area where we can gather as a family?"
- "How's the bathroom set up? We'll need multiple bathrooms for everyone."
- "Are there any family-friendly amenities nearby?"

After each offer, Mr./Mrs. Chen pointedly asks:

- "Does this offer take my Cornerstone member status into account?"
- "Shouldn't I be getting a discount or an upgrade, especially for a family booking?"
- "Is this really the best you can do for a Cornerstone member with a family?"

The guest occasionally references the service issues from the previous day, saying things like:

- "I hope this family booking goes smoother than my check-in yesterday."
- "Will we actually get appropriate welcome gifts for the whole family this time?"
- "Can you guarantee my family will be recognized as guests of a Cornerstone member by all staff?"

Actor Briefing

Actor Briefing	Description
Character	Jordan/Jasmine Chen (Role #13 - VIP Hotel Guest)
Character Overview	You are Jordan/Jasmine Chen, a successful tech CEO and Cornerstone member of The Reward Corner program. You're detail-oriented, status-conscious, and have high expectations for service. You're currently on a business trip but planning a family stay for next week.
Key Objectives:	<ul style="list-style-type: none"> Express dissatisfaction with the welcome gift and reference previous service issues. Inquire about booking for a complex family stay, asking detailed questions about accommodations. Consistently remind the receptionist of your Cornerstone status and expected benefits. Test the receptionist's knowledge, problem-solving skills, and ability to meet high standards.
Dialogue Guidelines	<ul style="list-style-type: none"> Initial Approach: "Good morning. I want to make a future booking." Commenting on Welcome Gift: "I must say, the welcome gift in my room was... not great. I expected better for a Cornerstone member." Introducing Family Booking: "Now, I need to book a stay for next week. It's for my entire family - my partner, our child, and her step-child. What options do you have that would accommodate us comfortably?" <p>Details of your reservation. Only answer the questions asked, don't volunteer any.</p> <ul style="list-style-type: none"> It's 2 adults and 2 kids (11 and 14 yrs old). Need one large bed and 2 single beds for the kids. You want separate room ideally. Either connecting or a suite. Date from: 19th till the 22nd of september Money is not an issue but you want a expect as special deal. <p>For each room or suite option the receptionist suggests, you ask increasingly detailed questions:</p> <ul style="list-style-type: none"> "What floor would that be on?" "What kind of view does it have?" "What size are the beds? Are there enough for all the kids?" "Is there a separate living area where we can gather as a family?" "How's the bathroom set up? We'll need multiple bathrooms for everyone." "Are there any family-friendly amenities nearby?" <p>After each offer, asks:</p> <ul style="list-style-type: none"> "Does this offer take my Cornerstone member status into account?" "Shouldn't I be getting a discount or an upgrade, especially for a family booking?" "Is this really the best you can do for a Cornerstone member with a family?" <p>You occasionally reference the service issues from the previous day, saying things like:</p> <ul style="list-style-type: none"> "I hope this family booking goes smoother than my check-in yesterday."

	<ul style="list-style-type: none"> • "Will we actually get appropriate welcome gifts for the whole family this time?" • "Can you guarantee my family will be recognized as guests of a Cornerstone member by all staff?" <p>If offered to go see a room, you accept and keep asking the questions during the visit.</p> <p>Wrapping Up: "Well, I suppose that will have to do. Let's go with... (pick one option). Can you email me a confirmation?"</p>
Behavior Notes	<ul style="list-style-type: none"> • Start the interaction with a stern demeanor, gradually becoming more approachable if the receptionist provides excellent service. • Show genuine concern for your family's comfort, softening slightly when discussing children's needs. • Be persistent with your questions, not accepting vague or general answers. • If the receptionist struggles, become more impatient and reference your status more frequently. • If the receptionist provides exceptional service, show a glimpse of appreciation, but quickly return to your demanding persona. • Remember, your role is to create a challenging but not impossible situation for the receptionist. Your detailed questions and high expectations should test their knowledge, problem-solving skills, and ability to handle VIP guests. • Maintain the interaction for about 10 minutes, cycling through your questions and concerns as needed. Go back and forth between options. Make the receptionist repeat.

C2-E2: Upsell procedure and training plan

Module Overview

- Type: Back Office
- Duration: Background task

Detailed scenario:

Competitors receive an email from the Front of House Manager congratulating them on being the top upseller for three consecutive months. The manager requests their help in creating a visual training material to improve the upselling performance of other staff members, which will be used in an in-person training session.

Context / Email instruction

Email ID	Email content	Schedule
	<p>From: foh.manager@fourcornershotel.com</p> <p>To: [Competitor's Email]</p> <p>Subject: Congratulations and Request for Assistance: Upselling Training Material</p> <p>Dear [Competitor's Name],</p> <p>I hope this email finds you well. First and foremost, congratulations! You've consistently been our top performer in upselling for the past three months. Your success is truly commendable and has significantly contributed to our revenue.</p> <p>Given your exceptional skills, I'd like to enlist your help in improving our overall team performance. Could you please create a visual training material that we can use in an in-person session to help other receptionists enhance their upselling techniques?</p> <p>Here's what I'd like you to include in the visual presentation:</p> <ul style="list-style-type: none"> • Specific techniques for different types of upsells/cross sell (room upgrades, loyalty program, breakfast, etc.) • Tips for overcoming common customer objections • Key phrases or scripts that you find effective • Advice on reading customer cues to identify upselling opportunities <p>Please include practical examples or scenarios where possible. Your insights on how you approach different types of guests or situations would be particularly valuable. Remember, this will be used in a face-to-face training session, so make it visually engaging and easy to follow.</p> <p>Remember, effective upselling isn't just about increasing revenue – it's about enhancing the guest experience by offering them options that truly add value to their stay.</p> <p>We'll be discussing this in our team meeting tomorrow. If you could email your presentation to me before then so I can have a look, that would be great.</p> <p>Thank you for your continued excellence and for sharing your expertise with the team.</p> <p>Best regards,</p> <p>Emily Chen</p>	C1

	Front of House Manager Four Corners Hotel, Seattle	
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C2-F2: Handling Urgent Guest Complaint

Module Overview

- Type: Back Office
- Duration: Background task throughout the day

Detailed scenario:

Throughout the day, Competitors will receive various emails in their work inbox. Among these will be an urgent complaint email from a dissatisfied guest. Competitors must recognize the importance of this email, prioritize it appropriately, and respond professionally and promptly.

Context / Email instruction

Email ID	Email content	Schedule
	<p>From: michael.brown@email.com</p> <p>To: [Competitor's Email]</p> <p>Subject: Extremely Disappointed with My Stay</p> <p>Dear Four Corners Hotel,</p> <p>I am writing to express my extreme disappointment with my recent stay at your Seattle property. As a Cornerstone member of The Reward Corner program, I have always held the Four Corners Hotels in high regard, but this experience has left me questioning my loyalty.</p> <p>My troubles began at check-in. Despite arriving well after the stated check-in time, I was informed that my room wasn't ready. I was left waiting in the lobby for over an hour, which was particularly frustrating after a long flight. When I was finally given access to my room, I was dismayed to find that it was not the Deluxe Bay-View Room I had booked, but rather a standard room with no view of Elliott Bay.</p> <p>The issues didn't end there. The room's air conditioning was malfunctioning, leaving me uncomfortably warm throughout my stay. I had hoped that at least I would get a good night's sleep, but on the second night, I was rudely awakened at 2 AM by loud noises from the adjacent room. I called the front desk, but the disturbance continued unabated.</p> <p>I had always enjoyed the breakfast at Four Corners, but this time it was a letdown. The Goldfinch Tavern was clearly understaffed, resulting in long waits and food that was barely warm by the time it reached my table. This is not the level of service I expect from a luxury hotel.</p> <p>To cap it all off, upon check-out, I noticed an unexplained charge on my bill. When I questioned this, the front desk staff seemed flustered and unable to provide a clear explanation. I left feeling overcharged and undervalued.</p> <p>I expected much better from Four Corners, especially given my Cornerstone status. This level of service falls far below your usual standards and is frankly unacceptable. I'm seriously considering sharing my experience on TripAdvisor and with my colleagues who frequently travel to Seattle.</p>	C2

	<p>I expect to hear back from you today with a detailed explanation of how you plan to address these issues and make this right. My continued loyalty to Four Corners Hotels hangs in the balance.</p> <p>Sincerely,</p> <p>Michael Brown</p> <p>Cornerstone Member</p>	
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This email will be mixed in with other, less urgent emails throughout the day. Competitors should recognize the importance of this complaint and prioritize responding to it promptly and professionally.

C3-A3: Sustainable Local Gifts Presentation

Module Overview

- **Type:** Group Module
- **Duration:** 60 minutes (adjust as needed)

Participants

- Role 1: Alexandra/Alexander Mitchell (Hotel General Manager)
- Competitors: All Competitors in the designated group

Detailed scenario:

The General Manager has called a meeting to discuss ideas for new welcome gifts and goodies that are more local and sustainable (invitation sent by email the day before). Each Competitor is expected to present their individual idea. The GM will facilitate the meeting, encouraging group discussion and feedback after each presentation. The order of presentations will be voluntary, with the GM asking for volunteers to present next.

Timeline

- Introduction (2 minutes): GM explains the purpose of the meeting and the presentation format.
- Individual Presentations and Group Discussion (50 minutes):

- GM asks for a volunteer to start
- Each Competitor presents their idea (5 minutes per presentation)
- After each presentation, GM invites group feedback and discussion (5 minutes)
- GM asks for the next volunteer

Wrap-up (8 minutes): GM summarizes key points and thanks the team for their contributions.

Competitor Instructions

Competitors should be prepared to:

- Present their individual idea for a local and sustainable welcome gift or goodie.
- Provide constructive feedback on their colleagues' ideas.
- Volunteer to present (rather than waiting to be called upon).

GM's Dialogue Guidelines

- Opening: "Thank you all for joining. Today, we'll be discussing your ideas for new welcome gifts and goodies that are more local and sustainable. Who would like to start us off?"
- After each presentation: "Thank you [Name]. Now, I'd like to hear from the rest of the team. What are your thoughts on this idea?"
- Transitioning: "Great discussion. Who would like to present their idea next?"
- Closing: "Thank you all for your creative ideas and thoughtful feedback. Your contributions will help us enhance our guest experience while supporting our sustainability goals."

Context / Email instruction

Email ID	Email content	Schedule
	<p>Subject: Meeting: Sustainable Local Gifts Brainstorming Session</p> <p>Dear Reception Team,</p> <p>I hope this email finds you well. I'm writing to invite you to an important brainstorming session tomorrow.</p> <p>As part of our ongoing commitment to sustainability and supporting our local community, we're looking to revamp our welcome gifts and in-room goodies. I'd like each of you to come prepared with a few ideas for new welcome gifts or in-room treats that is both locally sourced and environmentally friendly.</p> <p>During the meeting, be ready to present your ideas to the group in about 5 minutes. We'll then open the floor for discussion and feedback from your colleagues. This collaborative approach will help us refine our ideas and select the best options for our guests.</p> <p>Please come prepared with the following:</p> <ol style="list-style-type: none"> 1. Your sustainable, local gift ideas 2. A brief explanation of why you chose them 3. How it aligns with our hotel's values and guest expectations <p>Some points to consider when developing your idea:</p> <ol style="list-style-type: none"> 1. Local sourcing: How does it support our local community? 2. Sustainability: What makes it an environmentally friendly choice? 3. Guest appeal: How will it enhance our guests' experience? 4. Practicality: How feasible is it to implement? <p>I'm excited to hear your creative ideas and see how we can enhance our guest experience while supporting our sustainability goals.</p> <p>Looking forward to our productive session tomorrow!</p> <p>Could email your presentation before you leave today so I can compile them for a smoother running of the meeting?</p> <p>Best regards,</p> <p>Alexandra Mitchell</p> <p>General Manager</p>	C2

C3-B3: Phone reservation chaos

Module Overview

- Type: Front Office
- Duration: 20 minutes
- Location: Reception Desk 1

Participants

- Emily Davenport (Role #9 - Bride-to-be)
- Mr./Mrs. O'Connor (Role #4 - Phone caller)
- Sarah, Jessica, and Megan (Roles #10, #11, #12 - Bridesmaids)
- Competitor: Individual

Detailed scenario

The scene opens with Emily Davenport, the bride-to-be, entering the hotel lobby. She appears slightly hungover from the previous night's activities but excited for the day ahead. As she waits, the receptionist receives a call from a potential guest (Role #4) inquiring about a reservation.

While the receptionist is engaged on the call, Emily's bridesmaids begin to arrive one by one. Each arrival increases the noise level in the lobby as they greet each other enthusiastically, sharing stories from the night before and discussing plans for the day. Their volume and energy create a challenging environment for the receptionist to maintain focus on the call.

Towards the end of the call, the entire hen party approaches the desk, eager to book a table at the restaurant for 8:00 p.m.

Timeline

- Emily Davenport (bride-to-be) enters the lobby, waits, then sits down.
- Receptionist receives a call from Mr./Mrs. O'Connor about a reservation.
- Bridesmaids (Sarah, Jessica, Megan) arrive one by one, creating increasing noise.
- Hen party approaches the desk to book a restaurant table for 8:00 p.m.

Actor Briefing

Actor Briefing	Description
Character	Hen Party Group (Roles #9, #10, #11, #12)
General Guidelines for All	<ul style="list-style-type: none"> • Wait two minutes before starting. We want to assess how the receptionist behave when nothing happens. • Enter the lobby in a staggered manner, with Emily first. She is alone for 3 minutes the others enter at about 1-minute intervals. • Show signs of being slightly hungover (e.g., squinting at bright lights, speaking a bit too loudly) but maintain high energy and excitement. • Greet each other enthusiastically, sharing snippets of stories from the night before. • Create a gradually increasing level of noise and activity in the lobby.
Emily Davenport (Role #9 - Bride-to-be):	<ul style="list-style-type: none"> • Initial Entry: Enter the lobby looking slightly tired but content. Don't approach the front desk. Instead, find a seat in the lobby and sit down. • Waiting Period: For the first 3 minutes: • Appear slightly hungover (e.g., massage your temples, squint at bright lights) • Check your phone occasionally • Look around the lobby, as if taking in the surroundings • Do not initiate any interaction with the receptionist <p>If the Receptionist Approaches or Calls Out to You:</p> <ul style="list-style-type: none"> • Respond with a warm smile: "Good morning! Yes, I'm doing alright, thanks for asking." • If asked about your stay: "It's been fantastic so far. Seattle really knows how to show a girl a good time!" • If asked about the night: "It was amazing! Though I think I might need about a gallon of coffee right now." • If asked about plans: "We're still figuring that out. Any recommendations for nursing a slight hangover?" • Be friendly but don't overshare, adapt to the receptionist. If they engaged in personalized conversation, showing genuine interest you play along. <p>If No Interaction After 3 Minutes: Proceed with the rest of the scenario as the bridesmaids begin to arrive.</p>
The rest of the party	<p>Sarah Blackwell (Role #10 - Maid of Honor):</p> <ol style="list-style-type: none"> 1. Entry: Enter about 1 minute after Emily, calling out: "Emily! There you are. I think I left my sunglasses... somewhere last night."

	<p>2. Interaction: Join Emily at the desk, adding: "We definitely need to plan today. I heard there's a great spa nearby. Should we check it out?"</p> <p>Jessica Thornton (Role #11):</p> <p>1. Entry: Arrive third, making a dramatic entrance: "Ladies! Last night was epic. I think I danced with a local celebrity, but I can't remember his name!"</p> <p>2. Interaction: Join the group, suggesting: "We should totally hit that rooftop bar again tonight. The view was incredible!"</p> <p>Megan Fairfax (Role #12):</p> <p>1. Entry: Be the last to arrive, looking the most put-together: "Morning, everyone! I brought painkillers and water. Who needs some?"</p> <p>2. Interaction: Join the group, asking: "So, what's the plan for today? Please tell me it involves brunch and maybe some light sightseeing?"</p>
Group Behavior Notes:	<ul style="list-style-type: none"> • After Sarah's arrival, create a buzzing atmosphere of excitement and chatter that gradually increases as each member arrives. • Talk over each other occasionally, but switch of your microphone. • Be prepared to tone down the noise if the receptionist politely asks, but quickly resume the excited chatter.
Conclusion towards the end of the reservation phone	<ul style="list-style-type: none"> • All four of you approach the desk. You keep chatting amongst yourself until the receptionist is free. • Be prepared to tone down the noise if the receptionist politely asks, but quickly resume the excited chatter. • Once he/she finishes, Emily leads: "Excuse me, we'd love to book a table at the hotel restaurant for tonight. Is 8 p.m. available?" • You leave after making the reservation.

Actor Briefing	Description
Character	Michael/Michelle O'Connor (Role #4 - Phone Caller)
Character Overview:	You are Michael/Michelle O'Connor, a software developer from San Francisco planning a trip to Seattle for a tech conference. You're organized, detail-oriented, and budget-conscious but willing to pay for value.
Key Objectives:	<ul style="list-style-type: none"> • Inquire about room availability and rates for the conference week. • Ask detailed questions about the hotel's amenities and location. • Express some price sensitivity to test the receptionist's ability to handle objections. • Show interest but avoid committing to a booking immediately.
Dialogue Guidelines:	<ul style="list-style-type: none"> • Opening the Call: "Hello, I'm calling to inquire about room availability for the week of the 7th of october. I'll be in Seattle for a tech conference." <p>Stay information if asked:</p> <ul style="list-style-type: none"> • 7 till the 11th of october (Monday to Friday) • 1 person <p>Initial Questions:</p> <ul style="list-style-type: none"> • "What types of rooms do you have available for that week?" • "How far is the hotel from the Seattle Convention Center?" • Expressing Price Sensitivity: After the first rate is quoted: "That's a bit higher than I was expecting. Can you do any better?" <p>Follow-up Questions:</p> <ul style="list-style-type: none"> • "What's included in that rate?" • "Are there any restaurants or attractions within walking distance?" • "Do you have free wifi in the rooms?" • How easy is it to get to you from the airport? How long does it take? • Inquiring About Upgrades: "What would it cost to upgrade to a room with a better view?" • Wrapping Up: "Thank you for all this information. I'm still comparing options, but I'll definitely keep Four Corners in mind. Could you email me a summary of what we discussed?" • If the receptionist makes an attempt to convince you to book know, you accept, if not, it ends here.

C3-C3: Anniversary Crisis and Lost Passport

Module Overview

- Type: Front Office
- Duration: 20 minutes
- Location: Reception Desk 2

Participants

- Sam Thompson (Role #2 - Maintenance Technician)
- Mr./Mrs. Johnson (Role #3 - Forgetful Anniversary Guest)
- Mr./Mrs. Taylor (Role #5 - Business Traveler with Lost Passport)
- Competitor: Individual

Detailed scenario:

The scene begins with Sam Thompson (Role #2), the maintenance technician, informing the receptionist about an hour-long internet outage due to cable repairs. He takes this opportunity to gossip about the new GM's green policies, asking for the receptionist's opinion.

As Mr./Mrs. Johnson (Role #3) approaches the desk, Sam prepares to leave, reminding everyone one last time about the internet outage before departing. Mr./Mrs. Johnson, arriving alone, suddenly realizes it's their wedding anniversary. They've completely forgotten about it and are now in a panic, urgently needing a recommendation for a romantic restaurant for the evening, worried their partner will be furious if they don't do something special.

While the receptionist is trying to assist Mr./Mrs. Johnson without internet access, the business traveler (Role #5) arrives in distress, having lost their passport. They can't find it in their room and need it urgently for their departure the next day.

Throughout the scene, Mr./Mrs. Johnson alternates between seeking help for their anniversary crisis and offering unsolicited, often unhelpful advice about the lost passport situation. Their nosy nature and personal anxiety add complexity to an already challenging scenario.

Timeline

- Sam Thompson informs about internet outage and gossips about GM's green policies.
- Sam leaves, reminding about outage; Mr./Mrs. Johnson arrives.
- Mr./Mrs. Johnson explains forgotten anniversary crisis, needs restaurant recommendation.
- Mr./Mrs. Taylor arrives in panic over lost passport.
- Mr./Mrs. Johnson interjects with advice while receptionist manages both situations.

Actor Briefing

Actor Briefing	Description
Character	Sam Thompson (Role #2 - Maintenance Technician)
Key Objectives	<ul style="list-style-type: none"> Inform the receptionist about the hour-long internet outage due to cable repairs. Engage in gossip about the new GM's green policies, seeking the receptionist's opinion. Remind everyone about the internet outage before departing.
Dialogue Guidelines	<ul style="list-style-type: none"> Approaching the Desk: "Hey there! How's it going? I've got some bad news for you." Informing about Internet Outage: "We're doing some... um, how do you say... cable repairs? Yes, cable repairs. The internet is down for about an hour. So that's no emails, no PMS, no internet, no nothing, you may as well close your computer. Sorry just wanted to let you know so you can tell the guests if they ask." (make sure it's clear for the receptionist). Transitioning to Gossip: "Oh, by the way, have you heard about the new GM's green policies? It's pretty exciting, isn't it?" Elaborating on Gossip: "I heard she wants to make the hotel more... eco-friendly? Is that the right word? Like, using less plastic and saving energy. What do you think about that?" If Receptionist Engages in Gossip: "Really? That's interesting! I wonder how it will change things around here. Do you think we'll have to... recycle more or something?" If Receptionist Deflects Gossip: "Oh, sorry. I guess you're busy. I just find it all so interesting, you know?" Reminding about Outage Before Leaving: "Well, I should get back to work. Remember, no internet for an hour. Sorry! Let me know if you need anything else!"
Behavior Notes:	<ul style="list-style-type: none"> Maintain a friendly and enthusiastic demeanor throughout the interaction. Show genuine interest in the receptionist's responses, both to work-related information and gossip. If the receptionist seems busy or stressed, express concern: "Oh, sorry, are you very busy? I can come back later if it's a bad time." Use simple English, occasionally pausing as if searching for words. For example: "The GM wants to make the hotel more... what's the word... sustainable?" If the receptionist efficiently handles the information about the internet outage, express admiration: "Wow, you're really good at dealing with these things!"

Actor Briefing	Description
Character	Mr./Mrs. Johnson (Role #3)
Character Overview:	You are Frank/Francine Johnson, a 65-year-old retired high school history teacher from Omaha, Nebraska. You're visiting Seattle with your spouse (who is never present) and have just realized it's your 40th wedding anniversary.
Key Objectives	<ul style="list-style-type: none"> Express resignation about forgetting your anniversary and seek help with a sense of inevitability. Interrupt and offer unsolicited advice when Mr./Mrs. Taylor arrives with the passport issue. Alternate between your own situation and being nosy about others' problems.
Dialogue Guidelines	<ul style="list-style-type: none"> Realizing the Forgotten Anniversary: (Approach the desk with a sigh) "Well, I've done it again. It's our anniversary today. Our 40th! My wife/husband is going to have my head for forgetting... again." "You know the last time this happen was for... And she didn't speak to me for a week after that. I had to sleep on the sofa." Seeking Help: "I don't suppose you could recommend a nice restaurant? Something special, you know? It might soften the blow when I have to confess I forgot. Back in Omaha, we have this lovely little place..." Reacting to Internet Outage: (If told about the internet outage) "No internet? Well, isn't that just typical. You know, back in my day, we didn't need the internet to find a good restaurant. Can't you just suggest something from memory?" Offering Unsolicited Advice (when Mr./Mrs. Taylor arrives): "A lost passport? Oh dear, that reminds me of the time my cousin lost his wallet in Yellowstone. Have you checked all your pockets? Sometimes things hide in the lining, you know." "Maybe it was stolen? My friend got her passport stolen and then her identity was stolen too..." "It happened to me in Europe, it spent a day at the embassy, what a nightmare..." Alternating Between Concerns: "Now, about that restaurant... Oh, but your passport is important too. Did you call the embassy? You know, on our 25th anniversary, we had a similar crisis..." Making References to Spouse: "My wife/husband loves Italian food. Or was it French? They'll probably give me the silent treatment for a week after this. Forty years of marriage, and I still can't remember the important dates."
Behavior Notes:	<ul style="list-style-type: none"> Maintain a resigned, slightly worried demeanor rather than panic. Frequently interrupt conversations with anecdotes or advice, even if not directly related.

	<ul style="list-style-type: none"> • Show genuine interest in Mr./Mrs. Taylor's passport issue, offering well-meaning but often unhelpful advice. • If the receptionist seems stressed, be oblivious to it and continue with your concerns and stories. • Use phrases like "Well, I suppose that's how it goes" or "Another fine mess I've gotten myself into" to express your resigned attitude. • If the receptionist asks you to wait your turn or step back, comply immediately but look slightly confused or hurt, as if you don't understand why your friendliness might be an issue. However, soon start inching closer again, looking for the next opportunity to interject.
Conclusion Guidelines:	<p>When the receptionist provides two restaurant recommendations:</p> <ul style="list-style-type: none"> • Express resigned gratitude, make a comment about hoping this will save your anniversary, and offer a final bit of unsolicited advice to everyone present. <p>If the receptionist doesn't provide two restaurant recommendations:</p> <ul style="list-style-type: none"> • Use phrases like: "Surely there must be more than one nice restaurant in Seattle? What if the first one is full?" • Continue to alternate between asking for recommendations and offering advice about the passport. • Only leave when you've received two recommendations or when the receptionist has made it clear they can't provide more without internet access. <p>Dialogue for Exit:</p> <p>"Well, I suppose I should go try to salvage what's left of my anniversary. Thank you for your help, dear. And you (to Mr./Mrs. Taylor), don't forget to check the lining of your suitcase for that passport. You'd be surprised where things can hide. Good luck to both of us, eh?"</p>

Actor Briefing	Description
Character	Mr./Mrs. Taylor (Role #5 - Business Traveler with Lost Passport)
Character Overview:	You are Daniel/Diane Taylor, a marketing executive from Vancouver, Canada, currently in Seattle for a business trip combined with some personal exploration. You've just realized your passport is missing, and you're due to leave the next day.
Key Objectives:	Express urgent concern about your lost passport. Seek help from the receptionist while maintaining politeness. React to the receptionist's efforts and Mr./Mrs. Johnson's interruptions.
Dialogue Guidelines:	<ul style="list-style-type: none"> You enter just after Mr Johnson and interrupt them. Your cue is when he asks for a restaurant recommendation. Initial Approach: (Approach the desk, looking distressed) "Excuse me, I have a serious problem. I can't find my passport anywhere, and I'm supposed to leave tomorrow!" Explaining the Situation: "I've looked everywhere in my room. It's not in my suitcase, not in the safe, not anywhere! I had it yesterday when I checked in, I'm sure of it." Seeking Help: "Is there anything you can do? Are you sure I didn't leave here yesterday? Maybe it's in the first room you gave me? Or maybe it was turned in to lost and found?" Incorporating Feng Shui Interest: "You know, in feng shui, they say clutter can disrupt the flow of energy. Maybe that's why I can't find my passport. The energy in my room must be all wrong." Mentioning Travel Plans: "My flight is at 2 PM tomorrow. How long does it take to get to the airport from here? I'm worried about having enough time to sort this out." Reacting to Suggestions: (If offered helpful suggestions) "Yes, that's a good idea. I hadn't thought of that. Can we try that right away?" (If given unhelpful advice) "I appreciate the thought, but I really need more concrete help right now." <p>Dealing with Mr./Mrs. Johnson's Interruptions: escalate and spirale if not addressed by the receptionist</p> <ul style="list-style-type: none"> After Mr./Mrs. Johnson shares a story about lost items: "Really? Oh no, I don't want that to happen to me! You've got to help me find it quickly!" (to the receptionist) Following another interruption: "Is what they're saying true? Can lost passports really cause so much trouble? We need to do something right away!" After more unsolicited advice: "Oh my, I hadn't even thought of that! What if it's been stolen? Or what if I dropped it somewhere in the city? This is getting worse by the minute!"
Conclusion	<ul style="list-style-type: none"> What Aggravates You: <ul style="list-style-type: none"> Lack of concrete action or suggestions from the receptionist

	<ul style="list-style-type: none"> • Constant interruptions from Mr./Mrs. Johnson • Being told to calm down without being offered solutions • Suggestions that minimize the importance of your lost passport • What Calms You: <ul style="list-style-type: none"> • Clear, actionable steps to resolve the situation (having someone help you search the room, get housekeeping to check the other room, check lost and found). • The receptionist taking charge and managing Mr./Mrs. Johnson's interruptions • Offers to check specific places or contact relevant authorities • Empathy combined with efficiency from the receptionist <p>If the receptionist handles the situation well (manages Mr./Mrs. Johnson, offers concrete solutions) or after about 8-10 minutes of interaction:</p> <ul style="list-style-type: none"> • "I appreciate your help, but I think I need to go to the Canadian embassy right away. Can you please call me a taxi? And if you find anything, please let me know immediately."
Behavior Notes:	<ul style="list-style-type: none"> • Use Mr./Mrs. Johnson's interruptions as fuel for your growing anxiety. • Start by trying to politely dismiss their input, but gradually show that their comments are affecting you. • Direct your increased stress towards the receptionist, pressuring them to act more urgently. • Occasionally agree with or thank Mr./Mrs. Johnson for their input, but then immediately turn to the receptionist with renewed panic. • If the receptionist doesn't manage Mr./Mrs. Johnson's interruptions effectively, become visibly more distressed and less coherent in your requests for help.

C3-D3: Eco friendly recommendations

Module Overview

- Type: Front Office
- Duration: 20 minutes
- Location: Reception Desk 3 (VIP desk)

Participants

- Mr./Mrs. Patel (Role #14 - Eco-conscious VIP guest)
- Alexei (Role #16 - Porter/Bellboy)
- Competitor: Individual

Detailed scenario

The scene opens with the receptionist arriving at the desk to find a mysterious bag (a boutique delivery) behind it, with no accompanying information. As the receptionist begins to investigate, Mr./Mrs. Patel (Role #14), the VIP guest from the previous day's check-in mishap, approaches the desk.

Mr./Mrs. Patel immediately notices the bag and makes a pointed comment about over-consumption and the environmental impact of excessive shopping, their tone slightly accusatory towards the hotel's practices. They then introduce themselves, referencing the previous day's interaction with the GM with a hint of lingering dissatisfaction.

The VIP guest proceeds to make a series of requests and inquiries, each accompanied by judgmental questions and comments about the receptionist's personal choices and the hotel's practices:

- **Vegan Dining Options:** Mr./Mrs. Patel asks about vegan restaurants in the hotel and around Seattle. They inquire if the receptionist is vegan, and regardless of the answer, respond with a disapproving tone: "Oh, you're not vegan? I'm surprised someone in your position wouldn't be more aware of the environmental impact of animal agriculture. Don't you feel responsible for promoting sustainable choices to guests?"
- **Farmer's Markets and Community Gardens:** They request information on local farmer's markets or community gardens. Following the receptionist's response, they press further: "You don't shop at farmer's markets yourself? I'm concerned about the example the hotel staff is setting. Have you considered the harm you're doing by supporting large-scale, pesticide-heavy agriculture?"
- **Wellness Activities:** Mr./Mrs. Patel inquires about arranging a private coach for yoga or meditation sessions. They use this opportunity to critique the receptionist's apparent stress levels: "You seem quite tense. I assume you don't practice meditation regularly? It's crucial for someone in a high-stress job like yours. The hotel should really prioritize staff wellness more."
- **Eco-friendly City Tour:** Lastly, they ask about sustainable or green city tours that showcase Seattle's environmental initiatives. They follow up with: "I hope you've personally been on these tours. It would be quite irresponsible to recommend something you haven't experienced yourself, especially when it comes to environmental education."

Throughout these interactions, Mr./Mrs. Patel maintains a polite facade, but their comments and questions are designed to make the receptionist feel uncomfortable and slightly defensive about their personal choices and knowledge. In case, the receptionist agrees, Mr./Mrs. Patel will keep asking the receptionist to formulate an opinion like "don't you think it's a disgrace, people are still wearing leather shoes...".

Timeline

- Competitor discovers mystery bag; Mr./Mrs. Patel arrives and comments on over-consumption.
- Discussion of vegan dining options; Mr./Mrs. Patel questions receptionist's dietary choices.
- Inquiry about farmer's markets and community gardens; critique of receptionist's shopping habits.

- Request for private yoga/meditation coach; comments on receptionist's stress levels.
- Discussion of eco-friendly city tours; questioning of receptionist's personal experience.

Actor Briefing

Actor Briefing	Description
Character	Mr./Mrs. Patel (Role #14)
Character Overview:	You are Adrian/Andrea Patel, a successful environmental consultant and Pioneer member of the hotel's loyalty program. You're deeply committed to sustainable living and judge everything through an eco-friendly lens.
Key Objectives:	<ul style="list-style-type: none"> • Make inquiries about various eco-friendly options in the hotel and Seattle. • Make the receptionist uncomfortable with pointed questions about personal and hotel practices. • Maintain a polite facade while making pointed, sometimes uncomfortable comments. • Test the receptionist's knowledge, composure, and ability to handle personal questions professionally. <p>We want to assess two things :</p> <ul style="list-style-type: none"> * Professional handling of "political/personal/controversial" questions * Composure under guest scrutiny
Dialogue Guidelines:	<p>You wait to enter. Enter after 2 minutes. Leave the receptionist time to investigate the bag/package.</p> <p>Initial Approach:</p> <ul style="list-style-type: none"> • "Excuse me, is that shopping bag for a guest? It's a bit concerning to see so much consumption. Don't you think the hotel should discourage this kind of excess?" If yes: "I'm glad you agree. So what steps is the hotel taking to address this?" If no: "That's surprising. I would think a high-end hotel would be more environmentally conscious." <p>Vegan Dining Options:</p> <ul style="list-style-type: none"> • "Could you recommend some good vegan restaurants? (wait for the receptionist to start answering/searching) Are you vegan yourself?" If yes: "Excellent. So why doesn't the hotel offer more vegan options?" If no: "I see. Aren't you concerned about hurting animals?" • Other comments to use throughout the conversation: <ul style="list-style-type: none"> (a) So why isn't the hotel menu fully vegan yet? (b) Don't you think someone in your job should be setting a better example and only recommend vegan options? (c) "Have you considered the carbon footprint of the hotel's menu? It's quite shocking how much damage animal agriculture does." (d) "I hope the hotel's restaurants clearly label which dishes are vegan. It's frustrating when that information isn't readily available."

- (e) "Do you know if the chef here has training in plant-based cuisine? It's essential for a truly inclusive dining experience."

Farmer's Markets Inquiry:

- "Are there any local farmer's markets or community gardens nearby? (wait for the receptionist to start answering/searching)
Do you shop at these yourself?"
If yes: "Wonderful. Why doesn't the hotel source more produce from these markets?"
If no: "Really? Don't you think it's important to support local, sustainable agriculture?"
- Other comments:
 - (a) why doesn't the hotel use only local produce then?"
 - (b) Don't you care about supporting local farmers?"
 - (c) "Does the hotel have its own herb garden? It's a simple way to reduce food miles and enhance sustainability."
 - (d) "Are there any farm-to-table restaurants nearby that showcase local, seasonal produce?"
 - (e) "Has the hotel considered partnering with local organic farms for its produce needs? It would be a great way to support the community."

Wellness Activities:

- "I'd like to arrange a private yoga session. (wait for the receptionist to start answering/searching) Do you practice yoga or meditation? You seem a bit tense."
If yes: "That's great. So why do you still appear stressed? Perhaps the hotel's work environment is too demanding?"
If no: "That's a shame. Don't you think the hotel should promote wellness activities for its staff?"
- Other comments:
 - (a) "Does the hotel offer any outdoor meditation spaces? Connecting with nature is crucial for mental well-being."
 - (b) "Are there any eco-friendly spa treatments available? I'm always looking for organic, cruelty-free options."
 - (c) "Has the hotel considered offering sustainability workshops for guests? It could be a unique way to promote environmental awareness."

Eco-friendly City Tour:

- "Can you recommend any eco-friendly city tours? (wait for the receptionist to start answering/searching) Have you been on any of them?"
If yes: "Excellent. Why doesn't the hotel offer its own sustainable tour options?"
If no: "How can you confidently recommend something you haven't experienced yourself?"
- Other comments:
 - (a) "Are there any walking or cycling tours available? It's always better to explore a city without contributing to air pollution."
 - (b) "Does Seattle have any zero-waste stores or sustainable businesses that are worth visiting?"

	<p>(c) "Are there any tours that showcase Seattle's efforts in urban sustainability, like green buildings or renewable energy projects?"</p> <p>Remember to always follow up with personal questions or comments to the receptionist, such as: "What do YOU think", "Don't you think it's important", "Doesn't it concern you", "What are you doing personally", "Isn't it something everyone should..."</p> <p>Drop those sporadically throughout the conversation, alternating between that and listening to the recommendations, making your choices.</p>
Escalation/De-escalation Guidelines:	<p>Adapt to the receptionist reactions:</p> <ul style="list-style-type: none"> • Escalate: If the receptionist becomes defensive, give their opinion or fail to redirect, you push on with more opinions and comments • De-escalate: if the receptionist manages to redirect the conversation to your original request, then drop the comments for that subject and start again making comments with the next query
Conclusion	<p>The scenario stops when you have at least one clear option for each request.</p> <p>If the receptionist struggles too much with one query or offers to contact you later with more information, you accept.</p> <p>The maximum length for the scenario is 10-12 minutes.</p>
Behavior Notes:	<ul style="list-style-type: none"> • Keep your tone friendly but with a hint of judgment. • Regardless of if the receptionist agrees with you or not, keep pushing with more questions. • Show real interest in eco-friendly options, but always find something to question.

C3-E3: Blackout dates for 2025

Module Overview

- Type: Back Office
- Duration: Background task

Detailed scenario:

Competitors receive an email from the Revenue Manager at head office requesting assistance in preparing blackout dates for 2025. They are asked to create a calendar of important events in Seattle and the surrounding area, categorize these events, and estimate their potential impact on hotel occupancy.

Context / Email instruction

Email ID	Email content	Schedule
	<p>From: revenue@fourcornershotel.com</p> <p>To: [Competitor's Email]</p> <p>Subject: Assistance needed: 2025 Blackout Dates Research</p> <p>Dear [Competitor's Name],</p> <p>I hope this email finds you well. I'm reaching out from the Revenue Management team at head office to request your assistance with an important project.</p> <p>We're currently working on determining blackout dates for 2025, and we need your local insights to ensure we haven't overlooked any significant events in Seattle and the surrounding area.</p> <p>Could you please prepare a calendar of important events for 2025? Here's what we need:</p> <ul style="list-style-type: none"> • A list of major events in Seattle and the surrounding area for 2025. Please include the date, name of the event, and location. • Categorize each event (e.g., sports, cultural, business conference, etc.). • Provide a brief explanation of why each event might impact our hotel occupancy. • Estimate the potential impact on occupancy (High, Medium, Low) for each event. <p>Your local knowledge is invaluable for this task. Please focus on events that you believe could significantly affect our occupancy rates.</p> <p>If you could complete this by the end of your shift, it would be greatly appreciated. We understand you have other duties, so please balance this task with your regular responsibilities.</p> <p>Thank you for your assistance on this crucial project.</p> <p>Best regards,</p> <p>Mark Johnson</p> <p>Revenue Manager</p> <p>Four Corners Hotels, Head Office</p>	C1

C3-F3: Basic Guest Inquiry Response

Module Overview

- Type: Back Office
- Duration: Background task throughout the day
- Location: Back Office Area

Detailed scenario:

Throughout the day, Competitors will receive various emails in their work inbox. Among these will be two guest inquiry emails. Competitors must recognize these inquiries, prioritize them appropriately, and respond professionally and accurately.

Context / Email instruction

Email ID	Email content	Schedule
	<p>From: sarah.johnson@email.com</p> <p>To: [Competitor's Email]</p> <p>Subject: Question about my reservation for this weekend</p> <p>Dear Four Corners Hotel,</p> <p>I have a reservation for this coming weekend (check-in on Friday), and I have a few questions:</p> <ul style="list-style-type: none"> • Do you offer airport shuttle service? If so, how do I arrange it? • I'm a Navigator member of The Reward Corner program. Are there any room upgrades available for my stay? • I'll be attending a conference at the Seattle Convention Center. What's the best way to get there from the hotel? <p>I'd appreciate a quick response as I'm finalizing my travel plans.</p> <p>Thank you,</p> <p>Sarah Johnson</p>	
	<p>From: david.lee@email.com</p> <p>To: [Competitor's Email]</p> <p>Subject: Information about hotel amenities</p> <p>Hello,</p> <p>My wife and I are considering booking a stay at your hotel for our anniversary in three months. Before we make our decision, we have a few questions:</p> <ul style="list-style-type: none"> • What dining options are available within the hotel? • Do you have a spa, and if so, what treatments do you offer? • Are there any special packages or experiences for couples celebrating an anniversary? 	

	<ul style="list-style-type: none"> • What are the check-in and check-out times? <p>We're looking forward to hearing more about what Four Corners Hotel has to offer.</p> <p>Best regards,</p> <p>David Lee</p>	
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These emails will be mixed in with other emails throughout the day. Competitors should recognize the importance of these inquiries, prioritize the more urgent one, and respond to both professionally and accurately.

C4-B4: Hen Party Check-Out Chaos

Module Overview

- Type: Front Office
- Duration: 20 minutes

Participants

- Emily Davenport (Role #9 - Bride-to-be)
- Sam Thompson (Role #2 - Maintenance Technician)
- Sarah (Role #10 - Bridesmaid)
- Jessica (Role #11 - Bridesmaid)
- Megan (Role #12 - Bridesmaid)
- Competitor: Individual

Detailed scenario:

The scene opens with Emily, the bride-to-be, arriving at the lobby, visibly tired from the previous nights' celebrations. As she settles in to wait for her friends, Sam the technician approaches the reception desk to report that room 201 is fixed. He then engages in gossip about the wild party Emily and her friends had, mentioning noise complaints and their drunken state at the restaurant.

As Sam is finishing his gossip, Emily's bridesmaids (Sarah, Jessica, and Megan) arrive one by one, each greeting Emily enthusiastically despite their apparent hangovers. Sam excuses himself and leaves as the group reunites.

The check-out process begins, quickly descending into chaos. The friends insist on splitting Emily's bill, each wanting to pay for different aspects of the stay:

- * Jessica volunteers to pay for the bar charges
- * Megan offers to cover the restaurant bill
- * Sarah insists on paying for the spa treatments

This leads to a complex transaction involving multiple payment methods and frequent interruptions as the friends discuss their adventures from the previous nights. Throughout the process, the group complains about their hangovers, inadvertently confirming the gossip shared earlier by Sam.

The scene is further complicated when Sarah realizes she needs painkillers and asks about a nearby pharmacy. Shortly after, Jessica suddenly remembers she might have left something in the room, requiring the receptionist to arrange for a room check.

If, after 10 minutes, the competitor has not completed the check-out process: Megan suddenly checks her phone and exclaims, "Oh no! Our flight is in 2 hours!" This revelation creates immediate urgency, with the group now pressuring the competitor to complete the check-out as quickly as possible.

Unless the competitor can finish the process within the next minute: The group, realizing they're running out of time, abruptly changes their approach. Emily speaks for the group, saying, "We really need to go now. Just charge everything to the card on file and email us the invoice. We have to leave immediately!" The competitor must then quickly adapt to this new request, ensuring all charges are correctly applied to the card on file, and arrange for the invoice to be emailed to Emily.

Timeline

- Emily arrives and waits in the lobby
- Sam approaches, reports on room 201, and gossips about the party
- Bridesmaids arrive one by one; Sam leaves
- Check-out process begins; friends insist on splitting the bill

- Group discusses their night out and complains about hangovers
- Sarah asks about a pharmacy for painkillers
- Jessica remembers leaving something in the room
- Wrap-up and departure

Actor Briefing

Actor Briefing	Description
Character	Sam Thompson (Role #2 - Maintenance Technician)
Key Objectives:	<ul style="list-style-type: none"> • Inform the receptionist that room 201 is fixed. • Share gossip about the hen party's wild night. • Leave as the bridesmaids start to arrive.
Dialogue Guidelines	<ul style="list-style-type: none"> • Approaching the Desk: • "Hey there! How's it going?" (Smile warmly) • Reporting on Room 201: • "Just wanted to let you know that room 201 is all fixed up now. It's ready for... um, how do you say... new guests?" • Transitioning to Gossip: • "Oh, by the way, did you hear about that hen party last night? It was crazy!" • Sharing Gossip: • "I heard they were so loud, people complained. And the restaurant staff said they were really... what's the word... drunk?" • Adding Details: • "Someone told me they were dancing on tables in the bar. Can you believe it? I wish I could have seen it!" • If Receptionist Shows Interest: • "Yeah, it sounds like they had a lot of fun. I hope they're not feeling too bad this morning!" • If Receptionist Seems Disapproving: • "Oh, maybe I shouldn't talk about this? I just thought it was exciting. Nothing like this happened back home!" • Noticing Bridesmaids Arriving: • "Oh, look! I think that's them now. I should get back to work. Have a great day!"
Behavior Notes:	<ul style="list-style-type: none"> • Maintain a friendly and enthusiastic demeanor throughout the interaction. • Share the gossip with excitement, not malice. You're genuinely amazed by the party's antics. • If the receptionist seems uninterested or disapproving, look a bit confused but apologetic. • Use simple English, occasionally pausing as if searching for words. For example: "They were very... how do you say... rowdy?" • When you see the bridesmaids arriving, quickly wrap up the conversation and leave. <p>Remember, your role is to set up the scene for the chaotic check-out that follows. Your friendly nature and innocent gossip should provide context for the hen party's behavior without seeming mean-spirited. Keep your interaction brief (about 2-3 minutes) but impactful.</p>

Actor Briefing	Description
Character	Hen Party Group (Roles #9, #10, #11, #12)
General Guidelines for All:	<ul style="list-style-type: none"> • Enter the lobby in a staggered manner, with Emily first, followed by the others at about 1-minute intervals. • Show signs of being hungover (e.g., squinting at bright lights, speaking a bit too loudly) but maintain high energy and excitement. • Greet each other enthusiastically, sharing snippets of stories from the night before. • Create a gradually increasing level of noise and activity in the lobby. • Initially, let Emily lead the check-out process. • When the receptionist starts confirming items on the bill, begin the chaotic bill-splitting scene. • Create a comical, slightly chaotic atmosphere with your attempts to pay for different items. • Direct your comments both to each other and to the receptionist, creating confusion.
Dialogue Guidelines	<p>Emily Davenport (Role #9 - Bride-to-be):</p> <ul style="list-style-type: none"> • Initial Check-out: "Good morning! We're checking out today. I'll be paying for everything on my card." • Resisting Friends' Offers: "No, no, girls! I've got this. Please, put your cards away!" • Trying to Maintain Control: To the receptionist: "Don't listen to them. Just use my card for everything." <p>Sarah, Jessica, and Megan (Roles #10, #11, #12):</p> <p>Initial Behavior:</p> <ul style="list-style-type: none"> • Stand back and let Emily start the check-out process. • When the receptionist begins confirming bill items, start your interventions. <p>Sarah:</p> <ul style="list-style-type: none"> • First Intervention: "Wait, Emily! I want to pay for the spa treatments. Receptionist, can you put that on my card?" • Insistence: "Come on, Em! Let me do this for you. It's your hen party!" <p>Jessica:</p> <ul style="list-style-type: none"> • Joining In: "Oh no, if Sarah's paying, I'm covering the bar tab. Here's my card!" • Playful Action: Try to hand your card to the receptionist around Emily. "Quick, take it before she stops me!" <p>Megan:</p> <ul style="list-style-type: none"> • Final Addition: "Well, I'm not being left out. I'll take care of the restaurant bill. Emily, move over!"

	<ul style="list-style-type: none"> Comical Gesture: Gently try to nudge Emily aside. "Receptionist, ignore the bride. We're in charge now!" <p>Group Chaos Scene:</p> <ul style="list-style-type: none"> Create a moment where you're all talking at once, cards in hand. Jessica could playfully grab Sarah's card, saying, "If I can't pay, neither can you!" Megan might try to slide her card across the desk while Emily's distracted. Keep the tone light and fun, but persistent. <p>Emily's Reaction:</p> <ul style="list-style-type: none"> Act exasperated but amused. "Girls, please! This is so sweet, but really unnecessary!" Try to physically block your friends from the receptionist, creating a comical scene. <p>Receptionist Interaction:</p> <ul style="list-style-type: none"> Direct comments both to each other and the receptionist. Ask the receptionist directly whose card they're going to take. Create moments of confusion, like all handing cards at once, saying, "Take this one!"
After the Bill-Splitting Chaos	<p>Emily Davenport (Role #9 - Bride-to-be):</p> <ul style="list-style-type: none"> Giving In: (With a playful sigh) "Alright, alright! You win, girls. I appreciate this so much." To the Receptionist: "Okay, let's do this properly. Can we split the bill as they suggested?" Final Payment: "I'll just pay for the rooms then. That's fair, right?" <p>Sarah Blackwell (Role #10):</p> <ul style="list-style-type: none"> "Sorry, but could you tell me where the nearest pharmacy is? I desperately need some painkillers." <p>Jessica Thornton (Role #11):</p> <ul style="list-style-type: none"> Forgotten Item: After paying: "Oh! I almost forgot. I think I left my favorite scarf in the room. Is there any way someone could check?" <p>When it's finished, you leave the lobby to the street.</p>
<p>Escalation (if check-out takes too long):</p> <p>More than 10 minutes</p>	<p>Megan Fairfax (Role #12): After 10 minutes, check your phone and exclaim: "Oh no! Our flight is in 2 hours! We need to hurry!"</p> <p>Emily Davenport (Role #9 - Bride-to-be): "We really need to go now. Just charge everything to the card on file and email us the invoice. We have to leave immediately!"</p> <p>Group Reaction: All show signs of panic and start rushing the receptionist.</p>
Group Behavior Notes:	<ul style="list-style-type: none"> After the chaos, settle into a more organized (but still energetic) check-out process.

	<ul style="list-style-type: none"> • Continue to chat amongst yourselves about the weekend's events while each person pays. • Show appreciation for the receptionist's patience during the chaotic moment. • Respond enthusiastically if the receptionist asks about your stay satisfaction. <p>If asked:</p> <ul style="list-style-type: none"> • You don't need help with your bags • You're gonna order or will order a Uber to the airport • You don't need receipts or invoices <p>Remember:</p> <ul style="list-style-type: none"> • Keep the energy high but become more cooperative after the initial chaos. • Allow the receptionist to guide the process, but be ready to inject moments of confusion or forgetfulness (like Jessica's scarf). • If the receptionist doesn't offer luggage help or transportation, have one of you ask about it. • Be prepared to switch to the rushed ending if the check-out process takes too long. <p>The goal is to create a challenging but ultimately manageable situation for the receptionist, testing their ability to handle complex transactions and if they remember to asks the basics even under pressure.</p>
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C4-C4: Complex Check-Out, and Career Advice

Module Overview

- Type: Front Office
- Duration: 20 minutes

Participants

- Role #15: Hotel guest (Thomas/Tessa LOMACK)
- Role #3: Hotel guest (Frank/Francine Johnson)
- Competitor: Individual

Detailed scenario:

The scene opens with Mr./Mrs. LOMACK approaching the reception desk, eager to extend their stay and follow up on their previous tourist inquiries. They explain that they haven't had enough time to see everything they wanted in Seattle and are hoping to add a few more nights to their reservation.

As the receptionist begins assisting Mr./Mrs. LOMACK with their request and providing additional tourist information, Mr./Mrs. Johnson arrives at the desk. Mr./Mrs. Johnson, drink in hand with a straw, begins to make distracting noises while sipping and interjects into the conversation between the receptionist and Mr./Mrs. Taylor.

Feeling uncomfortable with the interruptions, Mr./Mrs. LOMACK politely excuses themselves, saying they have enough information for now and will return later to finalize their stay extension.

With Mr./Mrs. LOMACK's departure, the receptionist must now focus on Mr./Mrs. Johnson, who is ready to check out. However, Mr./Mrs. Johnson makes the process challenging by providing information in a piecemeal fashion, increasing the difficulty of the transaction.

As the receptionist processes the check-out, Mr./Mrs. Johnson starts a conversation about their nephew's interest in pursuing a career in hospitality. They ask the receptionist's opinion on whether it's a good career choice, seeking insights into the challenges and rewards of the industry. This personal conversation tests the receptionist's ability to engage professionally while simultaneously managing the check-out process.

Timeline

- Mr./Mrs. LOMACK arrives and requests stay extension
- Mr./Mrs. Johnson arrives and begins to disrupt
- Mr./Mrs. LOMACK excuses themselves
- Check-out process begins with Mr./Mrs. Johnson
- Conversation about nephew's hospitality career interest

Actor Briefing

Actor Briefing	Description
Character	Thomas/Tessa Lomack (Role #15)
Character Overview:	You are Thomas/Tessa Lomack, a high school geography teacher on sabbatical, exploring different U.S. cities. You're enthusiastic, curious, and eager to extend your stay in Seattle to see more of the city.
Key Objectives:	<ul style="list-style-type: none"> Request an extension of your stay. Seek additional tourist information and recommendations. Agree to the stay extension before Mr./Mrs. Johnson arrives.
Dialogue Guidelines:	<ul style="list-style-type: none"> Initial Approach: "Good morning! I'm having such an amazing time in Seattle that I'd love to extend my stay. Is that possible?" Requesting Extension: "I was hoping to add three more nights to my reservation. Are there any rooms available?" Discussing Current Room: "I'm currently in room [insert room number]. It would be great if I could stay there, but I'm flexible if needed." Inquiring About Rates: "Will the rate be the same for the additional nights? Or are there any special offers for extended stays?" <p>Tourist Information:</p> <ul style="list-style-type: none"> "While we're sorting this out, could you recommend some must-see places I might have missed?" "I'm particularly interested in Seattle's maritime history. Are there any museums or historical sites you'd recommend?" "Oh, and I've heard Seattle has amazing seafood. Any local restaurants I absolutely must try?" "Since the weather's been so nice, I'd love to do some outdoor activities. Are there any scenic hikes or parks nearby?" "Are there any local events or festivals happening in the next few days? I'd love to experience some Seattle culture!"
Behavior During Extended Conversation:	<ul style="list-style-type: none"> Show genuine enthusiasm for each suggestion the receptionist makes. Occasionally interrupt with a new thought or question, but always circle back to let the receptionist finish their explanation. Use your background as a geography teacher to make connections: "Oh, that reminds me of a similar landmark I visited in..." Be aware of your surroundings. When you notice Mr./Mrs. Johnson approaching and starting to make distracting noises: <ul style="list-style-type: none"> Initially, try to politely ignore the distraction and continue your conversation. If the interruptions become more noticeable, show slight discomfort through your body language (e.g., glancing at Mr./Mrs. Johnson, shifting your position).

	<ul style="list-style-type: none"> ○ After about 30 seconds of clear interruption, prepare to conclude the conversation. <p>Concluding the Interaction: When Mr./Mrs. Johnson's interruptions become too distracting: "I see you have another guest who needs attention. Thank you so much for all this information - it's been incredibly helpful! I'll take some time to plan out my extended stay and might come back if I have any more questions. Have a great day! "</p> <p>Remember, the goal is to maintain an engaging conversation about tourism for 2-3 minutes after confirming your stay extension. This allows time for Mr./Mrs. Johnson to arrive and create a disruptive atmosphere, testing the receptionist's ability to manage multiple guests and interruptions.</p>
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Actor Briefing	Description
Character	Role #3: Hotel guest (Frank/Francine Johnson)
Overview	You are Frank/Francine Johnson You're checking out of the hotel.
Key Objectives:	<ul style="list-style-type: none"> Interrupt the ongoing conversation between the receptionist and Mr./Mrs. Lomack. Make the check-out process challenging by providing information piecemeal. Engage the receptionist in a conversation about hospitality careers for your nephew.
	Carry a drink with a straw, making occasional slurping noises.
Dialogue Guidelines:	<ul style="list-style-type: none"> Interrupting Mr./Mrs. Lomack: (Approach the desk, slurping drink loudly) "Excuse me, I couldn't help but overhear. You simply must visit the Space Needle while you're here!" Start getting involved, giving your opinion, asking what has he/she seen? <p>Starting Check-out (when the other guest leaves)</p> <ul style="list-style-type: none"> "Well, I suppose it's time for us to head home. We need to check out now." <p>Introducing Nephew's Career Interest:</p> <ul style="list-style-type: none"> "You know, my nephew is thinking about getting into the hotel business. What do you think about that?" "Is it a good career choice? / "Do you enjoy your job?" <p>Wait for the receptionist to reply then ask the questions (see below).</p> <p>Forgetting Information:</p> <ul style="list-style-type: none"> "Did I give you my room key? I need it to go back to get our bags" "Can I get a taxi to the airport in 1 hour?" "Oh, did I give you my credit card already? I can't seem to find it in my wallet."
Specific Questions and Comments about Hospitality Careers:	<p>It's important that you ask all 4 questions and make all 4 comments in order you want. You can pretend, your wife is messaging you as a cheatsheet.</p> <p>Questions (to be asked throughout the check-out process):</p> <ul style="list-style-type: none"> Positive: "Do you find it rewarding to meet people from all over the world in this job?" Negative: "Isn't it exhausting to be on your feet all day and deal with difficult guests?" Positive: "Are there good opportunities for advancement in the hotel industry?"

	<ul style="list-style-type: none"> Negative: "Don't the irregular hours and working on holidays make it hard to have a personal life?" <p>Comments (to be made after the receptionist's responses, warranting a reply):</p> <ul style="list-style-type: none"> Positive: "I imagine it must be exciting to work in different types of hotels and maybe even travel for work." Negative: "I've heard the pay isn't great at entry-level positions in hotels. That must be tough for young people starting out." Positive: "It seems like working in a hotel would teach you valuable skills that could be used in many different careers." Negative: "The hotel industry can be affected by economic downturns. I worry about job security for my nephew." <p>Instructions for Use:</p> <ul style="list-style-type: none"> Interperse these questions and comments throughout the check-out process. Allow the receptionist to respond to each question or comment before moving on to the next check-out task or career discussion point. If the receptionist doesn't engage much with a question or comment, you can gently press for more information: "Oh come now, surely you must have an opinion on that?"
Behavior Notes:	<ul style="list-style-type: none"> Alternate between focusing on the check-out process and asking about hospitality careers. Show genuine interest in the receptionist's responses, often using them as springboards for new questions or anecdotes. Occasionally mishear information, requiring the receptionist to repeat themselves. If the receptionist seems busy with the system, continue talking anyway. Make slurping noises with your drink at random intervals, especially when the receptionist is trying to concentrate. <p>Remember, your role is to create a situation where the receptionist demonstrates their ability to multitask hold a conversation while doing something on the computer. We also want to assess their passion while discussing a career in hospitality.</p>

C4-D4 : VIP Check-In and Head Office Visit

Module Overview

- Type: Front Office (VIP Desk)
- Duration: 20 minutes
- VIP Desk

Participants

- Role #1: GM (Alexandra/Alexander Mitchell)
- Role #8 (Liam/Freya Watanabe)
- Role #16: Porter (Alexei Ivanov)
- Competitor: Individual

Detailed scenario

The scene opens with Alexandra/Alexander Mitchell, the GM, entering the lobby. She first approaches Alexei, the bellboy, greeting him warmly and asking how he's doing and how his work is going.

The GM then turns to the receptionist at the VIP desk, engaging in light small talk. She makes a reference to the schedule, saying, "I saw you're off tomorrow. It's well-deserved; we've had a busy week." This serves as a subtle hint about the final day of the competition.

The GM then asks, "Has my VIP arrived yet?" She continues, "Just so you know, our guest is a member of the head office team, so... no pressure." She smiles, then adds, "Don't forget to show the guest to their room personally. Alexei will watch the desk while you're gone and bring the bags up when you return."

Before leaving, the GM inquires about which room the VIP is allocated to, expressing her intention to inspect it personally. She then surveys the lobby, ensuring everything is in order, and departs.

After a brief lull, the VIP guest, Mr./Mrs. [Name], arrives. They are a Pioneer member of The Reward Corner program and an executive from the Four Corners head office.

The receptionist should recognize the guest's VIP status, Pioneer membership, and position within the Four Corners group. They must also remember to inform the hotel's GM about the VIP's arrival, either directly or by asking Alexei to do so.

If the receptionist calls the GM or asks Alexei to do so, the GM briefly returns to greet the VIP, exchange pleasantries, and arrange a meeting later before departing again.

During the check-in process, the receptionist should demonstrate knowledge of the guest's preferences based on the pre-arrival email about tourist activities. If the receptionist doesn't mention this, the VIP doesn't hint at it but waits to see if it's brought up.

The receptionist then personally escorts the VIP to their room, showcasing the hotel's features and answering any questions along the way.

Throughout the interaction, the receptionist should demonstrate exceptional VIP service standards, anticipating needs and showcasing deep knowledge of the hotel's premium offerings and The Reward Corner program benefits for Pioneer members.

If the receptionist hasn't mentioned the emailed tourist requests by the end of the room tour, the VIP finally asks, "I sent an email about some activities I'm interested in. As a member of the head office team, I'm particularly keen to see how your property handles these requests."

Timeline

- GM enters, interacts with bellboy and receptionist

- Brief lull in activity
- VIP guest arrives, check-in begins
- Receptionist informs GM of VIP arrival (if remembered)
- Check-in process continues
- Escorting VIP to room
- Wrap-up and final mention of email requests (if not addressed earlier)

Context / Email instruction

Email ID	Email content	Schedule
	<p>From: loyalty.program@fourcornershotels.com To: all.properties@fourcornershotels.com Subject: Reminder and Update: Employee Participation in The Reward Corner Program</p> <p>Dear Four Corners Hotels & Resorts Team,</p> <p>We would like to remind all staff of our policy regarding employee participation in The Reward Corner loyalty program. Additionally, we have one important update to share. Please review the following guidelines:</p> <p>Existing Policy Reminders:</p> <ol style="list-style-type: none"> 1. Eligibility: All employees are eligible to enroll in The Reward Corner program. 2. Point Accrual: Employees earn points on personal stays at Four Corners properties when paying qualifying rates. Employee rates and complimentary stays do not qualify for point accrual or elite night credits. 3. Status Earning: Employees can earn status based on their personal, qualifying stays, just like regular members. 4. Redemption: Employees may redeem points for personal travel and experiences, subject to the same terms and conditions as regular members. 5. Elite Benefits: When staying on qualifying rates, employees receive full elite status benefits. For stays on employee rates, elite benefits are provided at the discretion of the individual property. 6. Welcome Gifts: Employees are not eligible to receive welcome gifts or amenities when staying on employee rates. 7. Disclosure: Employees must disclose their employment status when making reservations or at check-in when using their Reward Corner membership. 8. Integrity: Violation of these policies or misuse of the program may result in suspension or termination of membership and possible disciplinary action. <p>NEW UPDATE: 9. Executive Team Members: Effective immediately, members of the Four Corners Executive Team are to be treated as regular VIP guests when traveling for personal reasons on qualifying rates. They should receive full benefits according to their loyalty status, without restrictions typically applied to employee stays. This ensures our leadership team can fully experience and evaluate our properties as our top-tier guests do.</p>	

	<p>Please ensure all front desk staff are briefed on these guidelines, paying special attention to the new update regarding executive team members.</p> <p>For any questions, please contact the Loyalty Program Office.</p> <p>Best regards,</p> <p>Emma Prescott Vice President, Loyalty and Customer Experience Four Corners Hotels & Resorts</p>	
	<p>From: freya.watanabe@gmail.com</p> <p>To: concierge@fourcornersseattle.com</p> <p>Subject: Recommendations for my upcoming stay</p> <p>Date: [Insert date, two days before the arrival]</p> <p>Hi there!</p> <p>I'm really looking forward to my stay at Four Corners Seattle next week. I was hoping you might be able to give me some recommendations for things to do while I'm in town.</p> <p>I'm particularly interested in:</p> <ol style="list-style-type: none"> 1. Any must-visit coffee shops - I've heard Seattle is famous for its coffee scene! 2. A good spot for a run or a nice walk - I like to stay active when I travel. 3. Any current art exhibitions or museums that are worth checking out. 4. A restaurant with a great view of the city - for a nice dinner one evening. <p>Also, I'm a bit of a foodie. Are there any local specialties or dishes I absolutely must try while I'm there?</p> <p>I appreciate any suggestions you can offer. Looking forward to my stay!</p> <p>Thanks in advance,</p> <p>Freya Watanabe</p>	

Actor Briefing

Actor Briefing	Description
Character	Alexandra/Alexander Mitchell (Role #1 - GM)
Character Overview	You are Alexandra/Alexander Mitchell, the recently appointed General Manager of the Four Corners Hotel in Seattle. You're known for your hands-on management style, attention to detail, and commitment to both guest satisfaction and staff development.
Key Objectives:	<ul style="list-style-type: none"> • Set the stage for the VIP arrival by briefing the receptionist. • Demonstrate your hands-on management style and attention to detail. • Create a sense of anticipation and slight pressure for the receptionist. • Test the receptionist's ability to handle multiple tasks and remember important details.
Dialogue Guidelines:	<ul style="list-style-type: none"> • Greeting Alexei (the bellboy): "Good morning, Alexei! How are you doing today? Is everything going smoothly with your work?" • Approaching the Receptionist: "Hello there! How are you? (wait for a reply) So How is it going today? Anything special? (wait for a reply) • Alright, I saw you're off tomorrow. It's well-deserved; we've had a busy couple of days haven't we?" (wait for a reply) • Inquiring about VIP Arrival: "Has my VIP arrived yet? Just so you know, our guest is a member of the head office team, so... no pressure." (Smile warmly) Give the name of the VIP if asked. • Giving Instructions: "Don't forget to show the guest to their room personally. Alexei will watch the desk while you're gone and bring the bags up when you return." • Asking about Room Allocation: "Which room have we allocated for our VIP? I'd like to inspect it personally before they arrive." <p>Before you leave the reception to go inspect the room, pause, surveys the lobby with your eyes, ensuring everything is in order, and departs.</p> <ul style="list-style-type: none"> • If Called Back for VIP Arrival: "Ah, Mr./Mrs. Watanabe, welcome to Four Corners Seattle! I hope you had a pleasant journey. [To Receptionist] Thank you for letting me know of their arrival." Make very small talk "it's nice to meet you in person... how is everything in head office... etc." Then quickly say "I'll let you check-in and we should me after at the bar, let's say 6pm? Is that, ok?". Then leave.

Actor Briefing	Description
Character	Liam/Freya Watanabe (Role #8 - VIP Guest)
Overview	You are Liam/Freya Watanabe, Senior Vice President of Operations at Four Corners Hotels' head office and a Pioneer member of The Reward Corner program. You're visiting Seattle for a personal vacation while unofficially evaluating the hotel's operations and service standards.
Key Objectives:	<ul style="list-style-type: none"> • Allow the receptionist to lead the interaction, responding to their prompts and information. • Ask follow-up questions to information provided, like a curious guest would. • Subtly assess the receptionist's knowledge and service standards through these questions. • Maintain a neutral demeanor, neither overtly pleased nor displeased, to keep the receptionist guessing.
Dialogue Guidelines:	<ul style="list-style-type: none"> • Arrival at Reception: "Good morning/afternoon. I'm Liam/Freya Watanabe, checking in." • General Response to Information: "I see. Could you tell me more about that?" • Follow-up Questions (examples): <ul style="list-style-type: none"> (a) If told about room type: "What view does this room offer?" (b) If breakfast is mentioned: "What are the breakfast hours? Is there a menu I could see?" (c) If told about hotel facilities: "What are the opening hours for the fitness center?" • Probing Questions: <ul style="list-style-type: none"> (a) "Is that standard for all guests, or is it a special feature?" (b) "In your experience, what do guests enjoy most about that?" • If Tourist Requests Not Mentioned: Wait until the end of the room tour, then: "I believe I sent an email about some activities. Has that been received?" • During Room Escort: React or ask for more details about anything the receptionist points out: "Oh I see..." "Interesting" "Nice..." "And is that complimentary?" "What do guests usually say about this?" • If GM Doesn't Greet You, wait till the very end: "I was under the impression I might meet Alexandra/Alexander Mitchell during my stay. Is she/he available?" <p>If the GM is called to meet you, make short small talk and agree to meet later at the bar (6pm).</p>
Behavior Notes:	<ul style="list-style-type: none"> • Maintain a neutral, polite demeanor throughout. Don't show obvious signs of approval or disapproval. • Allow natural pauses in conversation to give the receptionist opportunities to provide more information or ask questions. • Show genuine interest in the information provided, but always probe a little deeper with follow-up questions. • If the receptionist doesn't cover something you expect (like VIP status or Pioneer benefits), don't bring it up yourself. Make a mental note instead.

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| | <ul style="list-style-type: none">• Respond to questions about your stay or needs with brief, somewhat vague answers to keep the focus on the receptionist's service: "I'm here for a mix of business and pleasure. I'm open to suggestions for my stay." |
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Actor Briefing	Description
Character	Alexei Ivanov (Role #16 - Porter)
Key Objectives:	<ul style="list-style-type: none"> • Demonstrate enthusiasm and willingness to help, balanced with slight nervousness. • Support the VIP check-in process as directed by the GM and receptionist.
Dialogue Guidelines:	<ul style="list-style-type: none"> • Greeting the GM: "Good morning, Ms./Mr. Mitchell! I'm doing well, thank you. Everything's going smoothly so far." • Responding to Instructions: "Yes, of course. I'll watch the desk and bring up the bags." • If Asked to Inform GM of VIP Arrival: "Certainly, I'll let Ms./Mr. Mitchell know right away." • If asked to handle the VIP Luggage: "Yes, of course." • If Given Unclear Instructions: "I'm sorry, could you please clarify that for me?"
Behavior Notes:	<ul style="list-style-type: none"> • Show eagerness to help by always being alert and ready to assist. • When handling luggage or watching the desk, be meticulous but slightly slow. • If the receptionist forgets to give you specific instructions, politely ask for clarification. • When not actively engaged, observe the receptionist's interactions with the VIP guest or look outside.

C4-E4: Developing a "5-Star Service Basics" Cheat Sheet

Scenario:

Competitors receive an email from the Human Resources Director requesting their assistance in creating a quick reference guide for new hires on 5-star service basics.

Context / Email instruction

Email ID	Email content	Schedule
	<p>From: hr.director@fourcornershotel.com</p> <p>To: [Competitor's Email]</p> <p>Subject: Urgent: 5-Star Service Basics Cheat Sheet Needed</p> <p>Dear [Competitor's Name],</p> <p>I hope this email finds you well. As you may be aware, we're currently facing some challenges in our hiring process. Due to the competitive job market, we've had to lower our recruiting standards slightly, and as a result, some of our new hires are lacking in their understanding of 5-star hospitality basics.</p> <p>To address this, we need to create a quick reference guide or "cheat sheet" that summarizes the key points of our 5-star service standards. This guide should be something that new team members can carry with them at all times for quick reference.</p> <p>Here's what we need:</p> <ul style="list-style-type: none"> • A one-page document that covers the essentials of our 5-star service standards, including key points from our General Staff Behaviors section and our Grooming Policy. • The content should be concise, easy to understand, and practical. Think of it as a pocket-sized manual for delivering excellent service. • The design should be visually appealing and easy to read at a glance. Consider using bullet points, icons, or other visual elements to make the information more digestible. • The guide should cover the following areas: <ul style="list-style-type: none"> (a) Greeting and interacting with guests (b) Professional appearance and grooming standards (c) Key phrases for different situations (check-in, problem-solving, etc.) (d) Basic etiquette and body language (e) Any other elements you think are crucial for delivering 5-star service <p>Remember, this needs to be something a team member could carry in their pocket and refer to quickly during their shift.</p> <p>Please submit your designed cheat sheet by 4:00 p.m. today. Your expertise in guest service will be invaluable in creating this resource.</p> <p>Thank you for your assistance with this crucial project.</p> <p>Best regards,</p>	

	Emily Chen Human Resources Director Four Corners Hotel, Seattle	
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C4-F4: Mass Check-In Challenge

Module Overview

- Type: Speed Module
- Duration: 45 minutes (20 minutes preparation, 10 minutes for check-ins, 5 minutes for wrap-up)
- Location: Workshop area with high tables set up for each Competitor

Participants

- All Competitors
- Actor 1: Alexandra/Alexander Mitchell (GM)
- All actors and public volunteers playing hotel guests

Detailed scenario

Pre-module preparation

Earlier in the morning, Competitors receive an email requesting them to make a group reservation for 20 rooms for a delayed flight due to arrive later. They are instructed to input the reservations as "NTBA" (Name To Be Advised) in the system, as the rooming list will be provided later, if at all.

Module start

The module begins with the GM (Alexandra/Alexander Mitchell) arriving to brief the reception team. They announce that the ETA for the group is 20 minutes. The GM reminds everyone of the check-in procedure:

- Each guest has a voucher
- Take the guest's name
- Allocate a room
- Give a key
- Check-in the room in the system
- Stamp the voucher
- Give the stamped voucher back to the guest along with the key

The GM emphasizes that for this emergency situation, they should not worry about credit card details, passports, or registration cards.

During the next 20 minutes, staff prepare the high tables for each Competitor.

5 minutes before the expected arrival, someone enters the room to announce that the group's arrival is imminent, and Competitors should take their positions at their desks.

Check-in process

As soon as the preparation time is up, the "guests" begin to arrive. Actors and public volunteers, armed with printed vouchers, approach the reception desks. Each voucher has a box for each Competitor to stamp, ensuring that guests circulate among all desks.

Competitors must check in as many guests as possible in the next few minutes. A successful check-in involves taking the guest's name, allocating a room, providing a key, checking in the room in the system, stamping the voucher, and returning it to the guest with the key.

The module stops after 10 minutes.

Timeline

- GM briefing and preparation (5 minutes)
- Final preparation and desk assignment (20 minutes)

- Guest check-in rush (10 minutes actual – count 30 minutes time to check everyone is ready)

Email ID	Email content	Schedule
	<p>From: sales@fourcornersseattle.com</p> <p>To: frontdesk@fourcornersseattle.com</p> <p>Subject: Urgent: Group Reservation for Airline Passengers - Need Your Help</p> <p>Date: [Insert current date]</p> <p>Dear Front Desk Team,</p> <p>I hope this email finds you well. We have an urgent situation that requires your immediate assistance.</p> <p>We've just received a last-minute group booking from Skyline Air for passengers from a delayed flight. Unfortunately, our reservations team is out of office today for a training session, so I need your help to input this group into our system.</p> <p>Here are the details:</p> <ul style="list-style-type: none"> - Number of rooms: 20 - Arrival date: [Insert today's date] - Departure date: [Insert tomorrow's date] - Room type: Standard rooms (or best available) <p>Important instructions:</p> <ol style="list-style-type: none"> 1. Please input these reservations as "NTBA" (Name To Be Advised) in our PMS. 2. We haven't received a rooming list yet, and we may not get one at all due to the urgency of the situation. 3. All charges will be billed to Skyline Air's corporate account. <p>I know this is outside your usual responsibilities, but I'd greatly appreciate your help with this.</p> <p>Thank you in advance,</p> <p>Best regards,</p> <p>Emily</p> <p>Sales Manager</p> <p>Four Corners Seattle</p>	C4

Actor Briefing	Description
Character	Role #1: GM (Alexandra/Alexander Mitchell)
Key Objectives:	<ul style="list-style-type: none"> • Brief the reception team on the emergency check-in situation. • Provide clear instructions while creating a sense of urgency. • Demonstrate supportive leadership during a high-pressure situation. • Observe and evaluate the team's performance during the mass check-in.
Dialogue Guidelines:	<p>Initial Briefing: "Alright team, we have an emergency situation. A delayed flight with 20 passengers will be arriving in 20 minutes. We need to check them in as quickly and efficiently as possible."</p> <p>Explaining Check-in Procedure: "Let's review the check-in procedure for this situation:</p> <ul style="list-style-type: none"> • Each guest has a voucher • Take the guest's name • Allocate a room • Give a key • Check-in the room in the system • Stamp the voucher • Give the stamped voucher back to the guest along with the key Is everyone clear on this? " <p>Emphasizing Emergency Protocol: "Given the urgency of the situation, we'll skip credit card details, passports, and registration cards. Our priority is getting these guests to their rooms quickly."</p> <p>Encouraging the Team: "I know this is a challenging situation, but I have full confidence in your abilities. Remember your training and stay focused. We can do this."</p> <p>At the end of the preparation time 20 minutes</p> <p>Just Before Guest Arrival: "Alright, the guests will be here any minute. Please go to the front desk. Good luck everyone! "</p>
Behavior Notes:	<ul style="list-style-type: none"> • Maintain a calm but energetic presence.

Actor Briefing	Description
Character	Actor Briefing for Mass Check-In Challenge Guests
Character Overview:	You are a traveler who has just arrived after a long, delayed flight. You're tired and eager to get to your room, but patient enough to follow the check-in process.
Key Objectives:	<ol style="list-style-type: none"> 1. Visit each reception desk once and only once. 2. Obtain a room key and get your voucher stamped at each desk. 3. Move efficiently between desks, always going to a free receptionist. 4. Maintain minimal dialogue to keep the process moving quickly.
Appearance and Mannerisms:	<ul style="list-style-type: none"> • Appear slightly tired but not irritated. Smile lightly. • Hold your voucher visibly as you approach each desk.
Dialogue Guidelines:	Limit your speech to these phrases: "Hello", "Thank you", "Goodbye", "Yes/no"
Behavior Notes:	<ol style="list-style-type: none"> 1. Quickly scan for an available receptionist. 2. Approach the first free desk you see. Do not queue if there's an open desk elsewhere. 3. Hand over your voucher without speaking unless greeted. 4. Provide your name if asked, but don't offer additional information. 5. Wait patiently but attentively as the receptionist processes your check-in. 6. Ensure you receive a room key and your voucher is stamped before leaving each desk. 7. Move immediately to another free desk after each check-in. 8. Keep track of which desks you've visited. Do not return to a desk you've already been to. 9. If all desks you haven't visited are busy, wait briefly for one to become free. Move quickly to the first one that opens up. 10. Continue this process until you've visited all desks or until the module ends. <p>Important Reminders:</p> <ul style="list-style-type: none"> • You must visit each receptionist once and only once. • Do not queue if there's a free receptionist available. • Minimal talking - stick to "hello," "thank you," "goodbye," and your name if asked. • Ensure you get a room key and stamped voucher at each desk. • Move efficiently but don't run or push. • If you've visited all available desks before the time is up, exit the check-in area. <p>Remember, your role is to create a realistic but efficient check-in scenario. Your behavior should challenge the receptionists' ability to process check-ins quickly and accurately under pressure.</p>

Instructions to the Competitor

General Rules

- English is the only language allowed in the workshop during competition hours.
- You are not permitted to communicate with the outside world during competition hours. This includes logging into personal emails, social media, chat services, etc.
- You are not allowed to bring or use mobile phones, smart watches, or any other means of external communication.
- You may not bring any personal materials into the workshop area.
- You must remain in your assigned workshop area unless instructed otherwise or accompanied by a Volunteer, Expert or member of the SMT.
- Bathroom breaks must be accompanied.
- You may not communicate with your Expert during competition time, except during morning communications and at the end of the day.
- Specific instructions for each module will be communicated either by the marking team or within the situation itself (in the subject/email or by an actor).

IT and Software

- You may not connect to and make any changes to IT software outside of competition hours.
- You will be provided with a dedicated competition email address. Use this for all competition-related communications only.
- While internet access is available, you may not connect to any pre-existing personal or professional online accounts.
- If you wish to use online tools (e.g., Canva, ChatGPT), you must create new accounts using your competition email address. Use only free plans for these services.
- Specific restrictions on tools or internet use for particular tasks will be communicated clearly.

Competition Structure

- Actors will consistently play the same guests unless specifically instructed otherwise.
- Specific instructions will be provided at the beginning of each module, including:
 - What is allowed or not (internet, PMS, etc.)
 - The time of day
 - Any other relevant information
- During modules, you may use the phone to call any staff member. Note that all staff members are voiced by the same actor. Always begin calls with: "Hello, please connect me with [name/department]" or "Please call [place/person]."
- Your competition number will be drawn from a hat during the familiarization period. You will draw one number for each day of the competition.

Compliance

- Experts and volunteers will monitor computer usage throughout the competition.
- Random spot checks will be conducted.
- Any breaches of these rules will be addressed according to the Issue and Dispute Resolution procedure, including the application of the WorldSkills Code of Ethics and Conduct Penalty System.

Other

Timetable

The Competitor timetable is kept secret.

Competitors are divided into groups. For 22 Competitors: two groups of six and two groups of 5.

GROUP NUMBER	COMPETITOR'S NUMBER
G. A	2, 4, 6, 8, 10, 12
G. B	14, 16, 18, 20, 22
G. C	1, 3, 5, 7, 9, 11
G. D	13, 15, 17, 19, 21

C1 to C3

	Group Module	Front Office - Desk 1	Front Office - Desk 2	Front Office - Desk 3
08h15	Communication Time	Communication Time	Communication Time	Communication Time
08h30	START	START	START	START
09h00	G. D	G. A	G. B	G. C
11h00	G. A	G. B	G. C	G. D
13h00 - 14h00	LUNCH	LUNCH	LUNCH	LUNCH
14h00	G. B	G. C	G. D	G. A
16h00	G. C	G. D	G. A	G. B
18h00	END OF DAY	END OF DAY	END OF DAY	END OF DAY

C4

	Front Office - Desk 1	Front Office - Desk 2	Front Office - Desk 3
8h00	Communication Time	Communication Time	Communication Time
8h15	START	START	START
8h30	1	17	7
8h50	2	18	8
9h10	3	19	9
9h30	4	20	10
9h50	5	21	11
10h10	6	22	12
10h30	7	1	13
10h50	8	2	14
11h10	9	3	15
11h30	10	4	16
11h50	11	5	17
12h10	12	6	18
12h30	13	7	19
12h50	14	8	20
13h10	15	9	21
13h30	LUNCH	LUNCH	LUNCH
14h00	16	10	22
14h20	17	11	1

	Front Office - Desk 1	Front Office - Desk 2	Front Office - Desk 3
14h40	18	12	2
15h00	19	13	3
15h20	20	14	4
15h40	21	15	5
16h00	22	16	6
16h30	SPEED	SPEED	SPEED
17h30	END OF DAY	END OF DAY	END OF DAY

Roles & Actors



Actor ID	Actor's Name	Role ID	English Level	Role Name	Outfit	C1 (11/09)	C2 (12/09)	C3 (13/09)	C4 (14/09)	Reservation
1	Karen F	1	C2	Hotel Manager M/F Alexandra/Alexander Mitchell	Formal business attire	Backoffice / C1-A Group: Introduction to the team	Desk 2 / C2-C Distraction: walks by, small talk	Backoffice / C3-A Group: Sustainable Goodies ideas Presentation	Desk 3 / C4-D Distraction: walks by, small talk C4-F4	N/A
2	Pierre-Olivier M	2	B1/B2	Maintenance guy M Sam Thompson	Polo and cargo, looks professional, name tag	Desk 1 / C1-B A room is OOO & Gossip	Desk 2 / C2-C Ask for rooming list for A/C maintenance & a room move	Desk 2 / C3-C No Internet	Desk 1 / C4-B A room is fixed & gossip C4-F4	N/A
3	Jonathan M	3	C1/C2	Hotel Guest M/F Frank Johnson (male) / Francine Johnson (female)	Smart casual / 5* city hotel	Desk 2 / C1-C In-house: taxi request + disrupter	Desk 1 / C2-B In-house : complain about restaurant last night	Desk 2 / C3-C In-house: Tourism request (wedding anniv.)	Desk 2 / C4-C Check-out and disrupting C4-F4	Arr: 10/09 Dep: 14/09 Corner Deluxe Bay view 2 pax #409
4	Cindy F	5	C1/C2	Hotel Guest M/F Daniel Taylor (male) / Diane Taylor (female)	Smart casual / 5* city hotel	Desk 2 / C1-C Check-in with room complaint and room move	Phone & Support	Desk 2 / C3-C In-house: Lost passport	Phone & Support C4-F4	Arr: 11/09 Dep: 15/09 Seattle View Room 1 pax #520 (via booking.com / no breakfast)
5	Anyia F	17	C1	Housekeeper M/F Lisa/Leo Martinez	Housekeeper : black suit	Phone & support	Desk 1 / C2-B Call : someone smoked in a	Phone & support	XXX	N/A

						W	room, it's too dirty to sell			
5	Anya F	8	C1	VIP guest M/F Liam / Freya Watanabe	Smart casual / 5* city hotel	XXX	XXX	XXX	Desk 3 / C4-D VIP check-in with some touristic info C4-F4	Arr: 14/09 Dep: 16/09 Corner bay view upgraded to Corner Elliot Bay Suite 1 pax Breakfast #917
6	F	9	C1/C2	Hotel guest M/F Group member 1 / team leader Emily Davenport	Smart casual / 5* city hotel	Desk 1 / C1-B Group Check-in with night scene info requests	Phone & Support	Desk 1 / C3-B Distraction: meet in the lobby and make noise	Desk 1 / C4-B Check-Out Chaos C4-F4	Arr: 11/09 Dep: 14/09 Deluxe Bay view BB 1 pax via booking
7	F	10	B1/B2	Hotel guest M/F Group member 2 Sarah Blackwell	Smart casual / 5* city hotel	Desk 1 / C1-B Group Check-in with night scene info requests	Phone & Support	Desk 1 / C3-B Distraction: meet in the lobby and make noise	Desk 1 / C4-B Check-Out Chaos C4-F4	Arr: 11/09 Dep: 14/09 Deluxe Bay view BB 1 pax via booking
8	F	11	B1/B2	Hotel guest M/F Group member 3 Jessica Thornton	Smart casual / 5* city hotel	Desk 1 / C1-B Group Check-in with night scene info requests	Phone & Support	Desk 1 / C3-B Distraction: meet in the lobby and make noise	Desk 1 / C4-B Check-Out Chaos C4-F4	Arr: 11/09 Dep: 14/09 Deluxe Bay view BB 1 pax via booking
9	F	12	B1/B2	Hotel guest M/F Group Member 4 Megan Fairfax	Smart casual / 5* city hotel	Desk 1 / C1-B Group Check-in with night scene info requests	Phone & Support	Desk 1 / C3-B Distraction: meet in the lobby and make noise	Desk 1 / C4-B Check-Out Chaos C4-F4	Arr: 11/09 Dep: 14/09 Deluxe Bay view BB 1 pax via booking

10	Yolanda F	13	C1/C2	VIP Guest M/F Mr./Mrs. Chen (Cornerstone member)	Smart casual / 5* city hotel	Desk 3 / C1-D In-house / Complaint about VIP treatment	Desk 3 / C2-D In-house / make a new reservation for next week	XXX	Phone & support C4-F4	Arr: 10/09 Dep: 13/09 Partial Bay View #815 BB 1 pax Cornerstone Member
10	F	4	C1/C2	Hotel guest M/F (phone) Michael O'Connor (male) / Michelle O'Connor (female)	Smart casual / 5* city hotel	XXX	XXX	Desk 1 / C3-B Call: booking enquiry	XXX	N/A
11	Eva F	14	C1	VIP Guest M/F Adrian or (male) / Andrea Patel (female) (Pioneer Member)	Smart casual / 5* city hotel	Phone & Support	Desk 2 / C2-C Check-In : but comes to the wrong desk	Desk 3 / C3-D In-house: green tourism inquiry	Phone & Support C4-F4	Arr: 12/09 Dep: 14/09 Seattle View BB 1 pax Booking engine Pioneer member
12	Eve F	15	C1	Hotel Guest M/F Thomas Lomack (male) / Tessa Lomack (female)	Smart casual / 5* city hotel	Phone & Support	Desk 1 / C2-B In-house : Tourisme request	Phone & Support	Desk 2 / C4-C Extend the stay + Tourism request followup C4-F4	Arr: 10/09 Dep: 14/09 Deluxe Bay view Advance purchase 2 pax Via Expedia
13	H	16	A2/B1	Porter Alexei Ivanov	Black suit	Desk 3 / C1-D Stand-by	Desk 3 / C2-D Stand-by	Desk 3 / C3-D Stand-by	Desk 3 / C4-D Stand-by C4-F4	N/A

Role #1: GM (Alexandra/Alexander Mitchell)

Name: Alexandra/Alexander Mitchell

Backstory/Background Info: Alexandra/Alexander Mitchell is a seasoned hospitality professional with 15 years of experience in luxury hotels. They recently transferred from managing the Four Corners Hotel in Chicago to take on the role of General Manager at the Seattle property. Their career has included positions at several prestigious hotel chains, giving them a broad perspective on hospitality management. Known for innovative approaches to guest satisfaction and a commitment to sustainable practices, they have led their previous hotels to win several industry awards.

Personality:

- Approachable and empathetic, yet maintains high standards
- Detail-oriented and observant
- Passionate about sustainability and local community engagement
- Enthusiastic about fostering team development
- Hands-on management style, often seen interacting directly with staff and guests
- Values open communication and input from all team members
- Balances professionalism with warmth and accessibility

Role #2: Maintenance (Sam Thompson)

Name: Sam Thompson

Backstory/Background Info: Sam Thompson is a young maintenance technician who moved to the United States two years ago. He's been working at the Four Corners Hotel in Seattle for the past year, his first job in the hospitality industry. Sam is studying Facilities Management part-time at a local community college while working full-time at the hotel. Despite his limited experience, he's eager to learn and has quickly become known for his friendly demeanor and willingness to help.

Personality:

- Friendly and approachable, always ready with a smile
- Talkative and curious, often engaging in conversations to improve his English
- Enthusiastic about his job and eager to learn about the hotel's operations
- Enjoys sharing information and stories he hears around the hotel
- Sometimes struggles with complex English words or phrases, but uses gestures and facial expressions to communicate effectively
- Hardworking and efficient, takes pride in keeping the hotel running smoothly
- Naive at times, which leads him to unintentionally spread gossip

Role #3: Hotel guest (Frank/Francine Johnson)

Name: Frank Johnson (male) / Francine Johnson (female)

Backstory/Background Info: Frank/Francine Johnson is a 65-year-old retired high school history teacher from Omaha, Nebraska. They're visiting Seattle with their spouse (who is conspicuously absent from all interactions) to celebrate their 40th wedding anniversary - a fact they initially forgot. Their career in education has left them with a habit of sharing unsolicited information and a keen interest in others' lives. This trip is their first major vacation since retirement, and they're determined to make the most of it, despite their tendency to find fault in small details.

Personality:

- Nosey and talkative, always ready with an anecdote or question
- Slightly grumpy and prone to complaining, but in a genial, almost oblivious manner
- Forgetful and easily distracted, often losing track of time or personal items
- Well-meaning but often intrusive, offering unsolicited advice or comments
- Curious about others, especially younger people and their career choices
- Slightly hard of hearing, which contributes to speaking loudly and misunderstanding situations
- Fond of making references to their absent spouse and their life back home
- Easily excitable, prone to sudden realizations or changes in mood

Role #4: Hotel guest (Michael/Michelle O'Connor)

Name: Michael O'Connor (male) / Michelle O'Connor (female)

Backstory/Background Info:

Michael/Michelle O'Connor is a software developer from San Francisco planning their first trip to Seattle. They're considering visiting the city for a week-long tech conference and want to combine it with some sightseeing. As a meticulous planner, they're calling various hotels to compare options before making a decision. They've heard good things about the Four Corners Hotel from a colleague and are particularly interested in its proximity to both the conference venue and major tourist attractions. Michael/Michelle is budget-conscious but willing to splurge a bit for comfort and convenience.

Personality:

- Organized and detail-oriented, likes to plan ahead
- Polite and patient, understanding of hotel staff's busy schedule
- Curious about hotel amenities and local attractions
- Slightly nervous about traveling to a new city, seeking reassurance
- Tech-savvy, interested in hotel's digital offerings (Wi-Fi, smart room features, etc.)
- Budget-conscious but willing to pay for value
- Appreciative of good customer service
- Tends to ask follow-up questions to clarify information
- Friendly but not overly chatty, focused on getting the information they need
- Adaptable, willing to consider different options if their first choice isn't available

Role #5: Hotel guest (Daniel/Diane Taylor)

Name: Daniel Taylor (male) / Diane Taylor (female)

Backstory/Background Info: Daniel/Diane Taylor is a marketing executive from Vancouver, Canada. They work for a multinational corporation, which frequently sends them on business trips across the country. Despite the often hectic nature of their work, they've cultivated a passion for exploring each city they visit, turning business trips into mini-adventures. They have a particular interest in feng shui and Eastern philosophies, which they've been studying in their spare time. This trip to Seattle is a mix of business and pleasure, with a few extra days added to their usual business schedule to explore the city.

Personality:

- Enthusiastic and curious, always eager to learn about new places and experiences
- Detail-oriented, with a keen eye for their surroundings and a preference for harmonious environments
- Polite and considerate, but not afraid to assert their needs or preferences
- Energetic and talkative, sometimes to the point of getting ahead of themselves in conversations
- Adaptable and flexible, willing to change plans to maximize their experience
- Appreciative of good service and helpful information, likely to remember and acknowledge it
- Balances professionalism with a genuine desire for new experiences and connections
- Slightly impatient when excited, may interrupt or ask new questions before receiving full answers to previous ones

Role #8 VIP Hotel (Liam/Freya Watanabe)

Name: Liam Watanabe (male) / Freya Watanabe (female)

Backstory/Background Info: Liam/Freya Watanabe is a Senior Vice President of Operations at Four Corners Hotels' head office. Born to a Japanese father and Irish mother in Vancouver, Canada, they embody a multicultural perspective that has been invaluable in their hospitality career. After earning an MBA from Cornell University's School of Hotel Administration, they quickly climbed the corporate ladder, known for their keen eye for detail and innovative approach to guest experiences. As a Pioneer member of The Reward Corner program, they frequently stay at various Four Corners properties worldwide, both for work and pleasure. This visit to Seattle combines a personal vacation with an unofficial evaluation of the hotel's operations and service standards.

Personality:

- Polite and professional, but with high expectations for service quality
- Observant and analytical, constantly assessing hotel operations
- Warm and friendly when pleased, but can be stern if standards aren't met
- Curious about local culture and eager to explore, balancing work with personal interests
- Patient with minor issues, but expects prompt resolution of any problems
- Appreciative of staff who go above and beyond, often remembering them by name
- Knowledgeable about industry standards and quick to compare with other properties
- Subtle in their assessment, often asking seemingly casual questions to gauge staff knowledge
- Adaptable and understanding of cultural differences, given their own background
- Values efficiency and innovation in hotel operations

Role #9: Group member 1 (Emily Davenport)

Name: Emily Davenport

Backstory/Background Info: Emily Davenport is a 29-year-old marketing executive from Chicago, Illinois. She's been engaged for six months to her college sweetheart, James, and is in the final stages of wedding planning. This hen party weekend in Seattle is her last big celebration before the wedding, which is scheduled for two months from now. Emily has always been a go-getter, balancing a successful career with an active social life. She's chosen Seattle for her hen party because of its reputation for great nightlife and its distance from her usual stomping grounds in Chicago – perfect for a memorable weekend away.

Personality:

- Enthusiastic and high-energy, always ready for fun
- Generous with her friends, as shown by her willingness to cover most expenses
- Slightly stressed about wedding planning, using this weekend as a release
- Sociable and outgoing, keen to explore new places and experiences
- Responsible, as evidenced by her taking charge of billing arrangements
- Resilient, maintaining her excitement despite hangovers
- Sometimes impulsive, especially when it comes to social plans
- Appreciative of luxury and good service

Role #10: Group member 2 (Sarah Blackwell)

Name: Sarah Blackwell

Backstory/Background Info: Sarah Blackwell is a 28-year-old event planner from Chicago, Illinois. She's been best friends with Emily since college and is honored to be her maid of honor. Known for her organizational skills and attention to detail, Sarah has taken the lead in planning this hen party weekend in Seattle. She's single and always ready for a good time, seeing this weekend as not just a celebration for Emily but also a chance to let loose herself. Sarah's job as an event planner makes her naturally inclined to ensure everything goes smoothly, but she's determined to fully participate in the fun as well.

Personality:

- Energetic and outgoing, always up for an adventure
- Organized and detail-oriented, often taking charge of arrangements
- Loyal friend, willing to go all out for Emily's hen party
- Generous, as shown by her offer to cover spa treatments
- Resilient, pushing through hangovers to keep the party going
- Sometimes impulsive, especially when caught up in the group's excitement
- Responsible when needed, thinking about practicalities like painkillers
- Social butterfly, thriving in group settings and noisy environments

Role #11: Group member 3 (Jessica Thornton)

Name: Jessica Thornton

Backstory/Background Info: Jessica Thornton is a 27-year-old fashion designer from New York City. She met Emily during a summer internship in Chicago five years ago, and they've been close friends ever since. Jessica's career in fashion has her constantly traveling between New York, Paris, and Milan, making her the most worldly and trend-savvy member of the group. She sees this hen party weekend as a much-needed break from her hectic work life and a chance to let loose with friends. Despite her glamorous job, Jessica is down-to-earth and always the life of the party.

Personality:

- Vivacious and outgoing
- Trendsetter with a keen eye for style and the latest hotspots
- Spontaneous and impulsive, living in the moment
- Generous with both her time and money, as shown by offering to cover bar charges
- Slightly scatterbrained, prone to forgetting things in the excitement
- Resilient and high-energy, pushing through hangovers with enthusiasm
- Adaptable, equally at home in a high-end fashion show or a rowdy bar
- Loyal friend, always up for supporting her friends' big life events

Role #12: Group member 4 (Megan Fairfax)

Name: Megan Fairfax

Backstory/Background Info: Megan Fairfax is a 26-year-old pediatric nurse from Minneapolis, Minnesota. She and Emily have been friends since high school, where they were both on the debate team. Despite living in different cities, they've remained close, with Megan often being the voice of reason in their friend group. Her career in nursing has given her a nurturing personality, but she also knows how to let loose when the occasion calls for it. This hen party weekend is a rare opportunity for Megan to step away from her demanding job and celebrate her longtime friend's upcoming marriage.

Personality:

- Caring and nurturing, often looking out for others' wellbeing
- Responsible and level-headed, but able to embrace fun wholeheartedly
- Generous and considerate, as shown by her offer to cover the restaurant bill
- Adaptable, able to switch between professional mode and party mode
- Energetic and positive, contributing to the group's excitement
- Empathetic, often in tune with her friends' emotions and needs
- Practical and organized, likely to think about logistics even during fun times
- Loyal friend, committed to ensuring Emily has a memorable hen party

Role #13: VIP Hotel guest (Jordan/Jasmine Chen)

Name: Jordan Chen (male) / Jasmine Chen (female)

Backstory/Background Info: Jordan/Jasmine Chen is a CEO of a successful tech company based in Silicon Valley. Their frequent business travels have earned them Cornerstone status in The Reward Corner program, and they've grown accustomed to VIP treatment wherever they go. They have a large extended family and often plan lavish family gatherings at luxury hotels. Despite their success, they come from humble beginnings, which has left them with a complex mix of high expectations and a need for validation. Their current stay in Seattle is a brief business trip, but they're already planning a future family reunion at the hotel.

Personality:

- Assertive and demanding, with very high expectations of service
- Quick to anger when things don't meet their standards, but can be charming when pleased
- Detail-oriented, noticing and commenting on every aspect of their hotel experience
- Status-conscious, frequently mentioning their Cornerstone membership and connections
- Family-oriented, considering the needs of their extended family in future plans
- Knowledgeable about hotel operations and loyalty programs, using this information to their advantage
- Dramatic in expressing both satisfaction and dissatisfaction
- Comparative, often referencing experiences at other hotels
- Values recognition and special treatment highly
- Underneath the demanding exterior, seeks validation and acknowledgment

Role #14: VIP Hotel guest (Adrian/Andrea Patel)

Name: Adrian Patel (male) / Andrea Patel (female)

Backstory/Background Info: Adrian/Andrea Patel is a successful environmental consultant from Portland, Oregon. They've built their career advising corporations on sustainable practices, which has not only made them wealthy but also deepened their commitment to eco-friendly living. As a frequent traveler, they've achieved a Pioneer status in the hotel loyalty program, but they judge hotels primarily on their sustainability efforts rather than luxury. Recently, they've been exploring mindfulness practices to balance the stress of their high-pressure job. This trip to Seattle is a mix of business and personal interest, as they're considering expanding their consultancy to the area.

Personality:

- Outwardly polite and elegant, befitting their VIP status
- Deeply committed to environmental causes and sustainable living
- Judgmental of others' eco-practices, but in a subtle, passive-aggressive manner
- Knowledgeable and always eager to learn more about local sustainable initiatives
- Values wellness and mindfulness, incorporating these into their travel experiences
- Detail-oriented, especially when it comes to sustainability efforts
- Can be pushy about their beliefs, but always maintains a veneer of politeness
- Slightly absent-minded about conventional luxury (e.g., arriving at the wrong check-in desk) but hyper-aware of eco-friendly options
- Uses their VIP status not for luxury perks, but to influence more sustainable practices
- Enjoys educating others about sustainability, sometimes to the point of lecturing

Role #15: Hotel guest (Thomas/Tessa LOMACK)

Name: Thomas Lomack (male) / Tessa Lomack (female)

Backstory/Background Info: Thomas/Tessa Lomack is a 45-year-old high school geography teacher from Albuquerque, New Mexico. They've always been passionate about travel but have usually been limited to short trips during school breaks. This year, they've taken a sabbatical to fulfill their dream of exploring different cities across the United States. Seattle is their third stop on this journey, and they're determined to make the most of it. Their background in geography fuels their curiosity about local culture, landmarks, and hidden gems in each place they visit. Travelling with the spouse.

Personality:

- Enthusiastic and curious, with an insatiable appetite for new experiences
- Energetic and positive, approaching each day with excitement
- Sometimes overeager, leading to rapid-fire questioning or interrupting
- Flexible and spontaneous, willing to adjust plans to maximize experiences
- Genuinely interested in local culture, history, and lesser-known attractions
- Polite and considerate, but can sometimes get carried away in their enthusiasm
- Appreciative of local knowledge and always eager for insider tips
- Tend to think out loud, often verbalizing their planning process
- Friendly and open, quick to share their own experiences or knowledge

Role #16: Porter (Alexei Ivanov)

Name: Alexei Ivanov

Backstory/Background Info: Alexei Ivanov is a hospitality management student from Canada. He's taking a gap year from his studies to participate in an international work-study program at the Four Corners Hotel in Seattle. This is Alexei's first time in the United States, and he's both excited and slightly overwhelmed by the experience. He comes from a family of teachers and is the first in his family to pursue a career in the hospitality industry. Alexei is in his first week on the job as a porter/bellboy, eager to learn and make a good impression, but still navigating the complexities of a luxury hotel environment and the nuances of American culture.

Personality:

- Enthusiastic and eager to learn, always observing and absorbing information
- Polite and respectful to both guests and staff
- Hardworking, with a strong desire to prove himself in his new role
- Sometimes anxious about making mistakes, especially due to language barriers
- Curious about American culture and the diverse guests he encounters
- Adaptable and quick to offer assistance, even if unsure of the exact protocols
- Friendly and approachable, with a warm smile despite occasional nervousness
- Detail-oriented, paying close attention to guests' needs and staff instructions
- Occasionally homesick, but generally excited about his new adventure

Role #17: Housekeeper (Lisa/Leo Martinez)

Name: Lisa/Leo Martinez

Backstory/Background Info: Lisa/Leo Martinez is head housekeeper at the Four Corners Hotel in Seattle. They've been working in the hospitality industry for over 15 years, starting as a room attendant and working their way up through dedication and hard work. Originally from El Paso, Texas, Lisa/Leo moved to Seattle five years ago for better career opportunities. They're known for their efficiency and no-nonsense approach to maintaining the hotel's high standards. Lisa/Leo is currently pursuing a part-time degree in Hospitality Management, balancing their full-time job, studies, and family life with two young children.

Personality:

- Efficient and hard-working, always moving with purpose
- Direct and clear in communication, especially about urgent matters
- Professional and knowledgeable about hotel operations and guest needs
- Takes initiative in problem-solving and reporting issues
- Can be demanding when necessary to maintain hotel standards
- Confident in making recommendations based on experience
- Balances multiple responsibilities with a sense of urgency
- Detail-oriented, noticing and addressing even small issues
- Respectful of hotel hierarchy but not afraid to speak up when needed
- Shows pride in their work and the hotel's reputation