

Test Project Euroskills 2018

	Front Office (30 min/C)		Back Office
	Desk AB	Desk CD	
Sep 26 th Wednesday am 09.00-12.30	<ul style="list-style-type: none"> - Check in A - Check in B - Room Res Z <p>C: 1-2-3-4-5-6-7</p>	<ul style="list-style-type: none"> - Check in C - Check in D - Touristic info C <p>C: 8-9-10-11-12-13</p>	<p>Replying room inquiry 90 min</p> <p>Before FO: 5-6-7-11-12-13 After FO: 1-2-3-4-8-9-10</p>
Sep 26 th Wednesday pm 13.30-17.30	<ul style="list-style-type: none"> - Check in A - Check in B - Room Res Z <p>C: 8-9-10-11-12-13</p>	<ul style="list-style-type: none"> - Check in C - Check in D - Touristic info C <p>C: 1-2-3-4-5-6-7</p>	<p>Replying complaint 90 min</p> <p>Before FO: 11-12-13-5-6-7 After FO: 8-9-10-1-2-3-4</p>
Sep 27 th Thursday am 09.00-12.30	<ul style="list-style-type: none"> - Attending A - Attending B - Check Out A - Check Out B <p>C: 3-4-5-6-7-8-9</p>	<ul style="list-style-type: none"> - Attending C - Check Out D - Tourism Info D <p>C: 10-11-12-13-1-2</p>	<p>Room allocation (disabled, overbooking, allergy, VIP) 90 min</p> <p>Before FO: 7-8-9-13-1-2 After FO: 3-4-5-6-10-11-12</p>
Sep 27 th Thursday pm 13.30-17.30	<ul style="list-style-type: none"> - Attending A - Attending B - Check Out A - Check-Out B <p>C: 10-11-12-13-1-2</p>	<ul style="list-style-type: none"> - Attending C - Check Out D - Tourism Info D <p>C: 3-4-5-6-7-8-9</p>	<p>Calculation of key figures 90 min</p> <p>Before FO: 13-1-2-7-8-9 After FO: 10-11-12-3-4-5-6</p>
Sep 28 th Friday am 09.00-12.30	<ul style="list-style-type: none"> - Extraordinary X <p>C: 5-6-7-8-9-10-11-12-1 3-1-2-3-4</p>	<ul style="list-style-type: none"> - Extraordinary Y <p>C: 8-9-10-11-12-13-1-2-3-4- 5-6-7</p>	<p>VIP City-Tour 90 min</p> <p>Before FO: 1-2-3-4-13 After FO: 5-6-7-8-9-10-11-12</p>
Sep 28 th Friday am 13.30-16.00	Evaluation of competitors		