



International Receptionist of the Year Competition The David Campbell Trophy



The late David Campbell became Chef de Reception at The Ritz Hotel, Paris, after gaining a wealth of International experience.

In memory of David and in acknowledgement of his dedication and passion to the industry, the International Receptionist of the Year Competition was formed, with a Trophy designed and sponsored by the Paris AICR section, to be presented each year.

Marcel Elbaz, Graham Bamford, Annie Boslem and the AICR International Committee members, worked together with the International College of Hotel Management in Adelaide, Australia, to establish the rules and format, launching the Competition in 1995. Jane Renton continued these efforts after Annie Boslem's departure two years later. The International College of Hotel Management in Adelaide continues to have representation at to competition to this day.

The Competition grows from strength to strength each year and has gained the respect of Hoteliers and Sponsors. It meets its objective as a training tool for the younger generation and the future AICR and the Hospitality Industry, with the emphasis on "Amicale".

Competition rules

Requirements

A standard application form to be completed from each country to include signature of the Front Office Manager (who must be an existing, fully paid AICR Member) and signature of the General Manager – to ensure authorisation and support.

The Candidate

As the time of the Selection Interview, must be a Receptionist (not Chef de Brigade etc) and available to participate in the full weekend of the competition, also the following year if the over all Winner, including judging.

One page brief CV/personal profile of the Candidate to be forwarded with the application form in advance, to the International Committee Competition organiser.

Score Format (Reference for interview preparation/training)

Judges Minimum Panel of 5 Judges and International President as Chairperson.

1 Judge to be previous years' winner.

1 Judge to be a General Manager

1 Judge to be an International President (alphabetical order per year)

1 Judge to be from the media/tourism industry.

1 Judge to be from a academia/training company.

(first choice to be invited is a lecturer from International College of Hotel Management, Adelaide).

5 Marks – 5 mins max One introduction question will be asked, based on themselves and the Hotel they work at e.g. to talk about themselves and their hotel.
Objective – to “relax and instill confidence”.

30 Marks – 10 mins max Four separate questions will be asked on a “technical/ product” basis, e.g. costs, profits, revenue, yield management, staffing level, structure, promotional ideas etc!

50 Marks

(5 x 10) 15 mins max

The main part of the judging is the practical/role-play (5 x 10) 15 mins max) described as a “typical shift at Reception, when one never knows what to expect next”!

The outline scenario brief is sent in advance to finalists to familiarize themselves – especially knowledge of the fictitious hotel and situation described. (Advice – it is in each Country’s interest to submit details of their candidate on time to allow correct period to prepare).

These 50 marks are broken down into 5 sections of 10 marks each:

- 1) 10 Marks – Conduct/confidence of dealing with scenario/body language.
- 2) 10 Marks – Interpretation of Scenario.
- 3) 10 Marks – Negotiation/Sales skills displayed.
- 4) 10 Marks – Problem solving skills displayed.
- 5) 10 Marks – Guest Relations/follow up.

5 Marks Opportunity for each candidate to go through their role play with the judges and explain the decisions they made during this.

5 Marks Opportunity for the role play actors to give their feedback to the judges about the role play as if they were real guests.

5 Marks Overall – suitability as Ambassador of International AICR to be International Receptionist of the Year.

Post Role Play The Candidate will be invited to return to sit in front of the Judges and is given the opportunity to discuss/explain/talk them through their actions of Role-Play.
Objective – clarity to judges, self confidence to exit their interview.

General Information for Reference

Each Candidate is required:

- * to report to the Interview room 10 minutes prior to Interview
- * wear their uniform
- * conduct Interview in English (should be considered when choosing the Candidate, to have a good command of English)

Results announced on Gala Dinner evening.

Each Candidate can request the opportunity for feedback from the Judges/organisers on the Sunday morning.