



The latest edition of the annual AICR competition for the World's Best Receptionist (WBRC) achieved exceptional success this year due to its innovative structure, lauded as a significant breakthrough by the jury, actors' groups, and numerous collaborators.

With a primary focus on fostering the close-knit relationships emblematic of this Association, efforts were diversified: engaging a larger cohort of AICR members on a voluntary basis.


Rather than hearing post-event narratives, everyone had the opportunity to actively engage with the various facets of the competition, with approximately thirty AICR members actively contributing to its management.

Notably, for the first time since its inception in 1995, the competition was open to the general public.

Attendees could freely navigate between different areas to witness the impressive performances of each talented contestant.

This year's competition was notably elevated with additional assessment components, encompassing two role-playing scenarios, a group session prompting contestants to brainstorm on hotel laundry thefts, four "Back-Office" exams (addressing queries including a specific one on the hotel's prioritization of welcoming dogs over children, currency conversions, and Revenue Management), and a final Speed Module requiring candidates to answer 12 general knowledge questions within a strict 4-minute timeframe.

The adjustments made ensured that competitors remained engaged throughout the day, avoiding the extensive wait times of past editions.

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to maintain fairness and impartiality among all participants, the competition venue selected was

the fictitious Grand Hotel San Francisco. The competitors had been provided with information from this venue two months in advance.

The competition featured 17 candidates representing various countries.

Securing top positions were :

- WINNER- Jędrzej Król from Sofitel Grand Sopot, AICR Poland
- 1<sup>st</sup> RUNNER- UP - Titouan Rolland from Château de Berne, AICR France
- 2<sup>nd</sup> RUNNER-UP - Maica Horigue from The Hotel Britomart, AICR New Zealand



Left to right: Titouan Rolland (1st Runner-Up), Jędrzej Król (Winner), Maica Horigue (2nd Runner-Up)

This year's finalist were:

AUSTRALIA – Kalil Matos- Pullman Melbourne City Centre

AUSTRIA – Linda Wolf- Andaz Vienna am Belvedere

CHINA – Luo Jingyue Wendy- Wuhan Polytechnic University

ESTONIA – Samantha Volkova- Lydia Hotel

FRANCE – Titouan Rolland- Chateau de Berne & Spa

GERMANY – Ole Rudolph- Fairmont Hotel Vier Jahreszeiten Hamburg

INDONESIA – Yustia Winarti- Sanctoo Resorts & Villas

ITALY – Rossella Maressa- San Domenico Palace Tormina a Four Seasons Hotel

MOROCCO – Nouhaila Chamrani- Royal Mansour Marrakech

NEW ZEALAND – Maica Horigue – The Hotel Britomart

POLAND - Jędrzej Król - Sofitel Grand Sopot Hotel

PORTUGAL- João Conde- InterContinental Lisbon

QATAR - Arina Bobrova - Mandarin Oriental Doha

SINGAPORE - Nur Hylma Tay Binte Abdul Rahim- The Clan Hotel Singapore

SWITZERLAND - Stella Sotnikow- The Dolder Grand Zurich

UAE - Razon Marie Love- Emirates Palace Mandarin Oriental Abu Dhabi

UK - Chelsea Lacey- Pennyhill Park

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