



CONFERENCE PROGRAMME

9:30
10:00

COFFEE AND REGISTRATION

OPENING REMARKS

Patryk Fajdek – Deputy Voivode of Mazovia Region

Katarzyna Sławińska, project coordinator, Stowarzyszenie na Rzecz Innowacji i Edukacji, Radom, Poland

10:15–11.15

Empowering Frontline Staff in Hospitality and Tourism

- WELCOME 3D Scenarios as a Tool to Empower Frontline Staff in Hospitality and Tourism – **Katarzyna Sławińska**, project coordinator, Stowarzyszenie na Rzecz Innowacji i Edukacji, Radom, Poland
- Upskilling Receptionists within new technologies' framework – **Georgios Drakopoulos**, Tourism Generis, Greece
- Certification of persons as a mean for personal development – **Kyriaki Kyriakou**, Cyprus Certification Company, Cyprus
- Welcome 3D Training Platform and Assessment Tool – **Alexandros Koutrakis**, OMEGA TECH, Greece

11.15–11.45

Challenges of the Modern Receptionist

- Hotel Industry and Receptionist Roles in Cyprus – **Efrosyni Savva**, MMC, Cyprus
- The Heart of Italian Hospitality: Overview of the Role of Front-Line Hotel Staff and Training in the VET System – **Chiara Mirabella**, Forma Camera, Italy
- Vocational training in the profession of front line receptionists for disabled people – **Barbara Górk**a, Complex of Food and Hotel Schools, Poland
- How to include people with disabilities in the open labour market. Successes and needs – **Anna Wierzchowska-Szymanek**, Radom, Poland

11.45–12.00
12.00–13.00

COFFEE BREAK

INTERNATIONAL DISCUSSION PANEL: Hotel reception in the era of transformation – needs and requirements

Barbara Górka – Complex of Food and Hotel Schools, Poland

Anna Socha – Manager hotelu Nihil NOVI

Janusz Cichy – Complex of Food and Hotel Schools, Poland

Anna Wierzchowska-Szymanek, career advisor, WTZ Radom, Poland

Georgios Drakopoulos – Tourism Generis, Greece

Alexandros Koutrakis – OMEGA TECH, Greece

Efrosyni Savva – MMC, Cyprus

Chiara Mirabella – Forma Camera, Italy

Katarzyna Sławińska – Stowarzyszenie na Rzecz Innowacji i Edukacji, Poland

13:15
13.30

OVERVIEW AND CLOSING REMARKS

LUNCH

