Empowering Front Line personnel of Hospitality and Tourism Industry through 3D serious games.

Project number: 2021-2-PL01-KA220-VET-000050373

Duration: 31.05.2022 – 30.12.2024

Project Highlights

1st Transnational Project Meeting in Radom, Poland organised by the coordinator Stowarzyszenie na Rzecz Innowacji i Edukacji on the 28th and 29th of March, 2023.

WELCOME at a glance...

A receptionist is the first person that the customer meets, therefore, he/she represents the entire business. After Covid-19 and the drop of European hotels' occupancy, as well as the new challenges that the pandemic has brought, the need for competent training, for receptionists, will be apparent. WELCOME comes to address this need by developing and offering a modern online digital platform with training content in the form of 3D simulations.

1ˢᵗ Transnational Project Meeting

On the 28th and 29th of March the 1st Transnational Meeting of the project WELCOME took place in Radom, Poland with three of the partners participating physically and the rest via GoogleMeet.

During the meeting, the consortium discussed about the first two project results and they shared ideas on how to proceed. As the leader of the first Project Result, MMC informed the consortium on the next steps and activities that are in progress. Additionally, OMEGATECH explained the way that the 3D simulations will be developed and everyone contributed by giving suggestions and sharing different ideas in order to have the best possible result. The partners who attended the hybrid meeting discussed about the dissemination of the project and they set deadlines for dissemination activities like the translation of the website and the development of a newsletter and press release.

Activities in Progress

PROJECT RESULT 1:

WELCOME training materials and narrative scenarios

R1/A1: Desk research of existing qualifications in each country for receptionists.

All partners responsible for this activity have finalised their desk research on the available qualifications of receptionists in their countries. The main aim was to identify communication modules, compare them between the countries and select those that are crucial for modern receptionists.

R1/A2: Collective intelligence focus groups.

Implementation of focus groups in all the countries of the consortium (Cyprus, Greece, Poland, Italy and Belgium). The discussion during the focus groups will be held around the key competences that front desk officers need to have/develop. Communication skills is one of the most important competences that receptionists should acquire and the coordinator of the focus groups will pay attention on that.

The target groups for the implementation of the focus groups are:

- reception staff with various seniority from 3 to 5 years,
- reception staff from various hotel groups,
- employers employing reception staff,
- representatives of industry associations, e.g. hoteliers, students - graduates of education related to reception, e.g. hotel management technician.

R1/A3: Categorization of learning objectives

After the completion of the focus groups, each partner country should analyse the results that occurred during the discussion and then create a national report with the proposed learning objectives.

R1/A4: Development of narrative scenarios

The learning objectives will then be the cornerstone for the narrative scenarios. OMEGATECH has created a template to be filled with the scenarios and then transfer them to the 3D platform.

What is next?

PROJECT RESULT 2:

WELCOME Online 3D platform for training and assessment

WELCOME 3D Platform will put trainees in the shoes of receptionists receiving guests at the hotel reception.

The trainees will have to select among different sayings but will also be able to move around in the area of the reception desk and approach the customers.

The trainee will be able to select a specific facial expression for each saying (happy, disgust, anger, fear, surprise, sadness, etc)

From the response of the NPCs the trainee will be able to understand whether they communicated with the appropriate way or not.

The scenarios will be unfolding based on user choices (branching story structure).

At the end the correct behaviour for each selected scenario will be animated to the trainee to identify her/his mistakes.

Coordinator:

Stowarzyszenie na Rzecz Innowacji i Edukacji Radom, Poland

Partners:

- M.M.C Management Center Limited – Nikosia, Cyprus
- European Network For Accessible Tourism ASBL – Belgium
- Georgios Drakopoulos Single Member Private Company- Athens, Greece
- Theofanis Alexandridis KAI SIA Sia EE – Athens, Greece
- Kypriaki Etaireia Pistopoiisis Limited - Cyprus
- FORMA CAMERA – Italy

Project Website:

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https://www.tourism-generis.com/en/
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