

**Mobility Project : 2015-1-RO01-KA102-014625**



**„Assessment Tools used in the Development of Professional Skills of Workers in basic Tourism Services”**



**Stage 8 Fethiye – Turkey**

**June 20<sup>th</sup> – July 15<sup>th</sup> 2016 with 20 students**

# The journey:

## Deva – Vienna – Istanbul – Dalaman - Fethiye





# Accommodation Hotel





# Training Hotels



# Monitoring and Mentoring of the participants





# Tourism Technician

- students an 10<sup>th</sup> grade in the vocational and technological high school

## Learning activities:

- The analysis of the hotel's internal regulation policy
- The description of hygiene standards in the hotel sector
- The registration of the newly arrived tourists
- Performing services at floor level
- The preparation of the advertising material

## Working tasks

- To collect information on hotel units
- To make arrangements for the reservation, the reception and registration of the tourists
- To upkeep and manage the hotel linen by ensuring a healthy environment through proper cleaning
- To respect the hygiene standards
- To arrange and to equip the common spaces
- To ensure the required decoration in the accommodation unit
- To sort out and ensure the necessary stock for each work department
- To develop materials promoting the hotel







# Tourism Technician

- students an 11<sup>th</sup> grade in the vocational and technological high school

## Learning activities:

- Setting the target customers following: geographic, demographic, psychologic criteria, incomes, travel motivation;
- Factors: available incomes for tourism, tourist package, prices, fees, free time as factor;
- Competition: transport means, board and accommodation types, sezoane, seasons, the medium length of stay, travel frequency, destinations, tourism form;
- Offer: advertising means used, fees, distribution channels used;
- Types of arrangements: for road, railway, air transport.
- Identifies the management documents of the travel tickets
- Identifies the sale price of touristic services
- Analyses the parts of the contract
- Establishes the necessary information to draw up touristic programmes
- Analyses the materials that promote touristic services

## Working tasks

- Setting the geographic criteria, the travel motivation
- Ensuring the tourist package
- Selecting the means of transport and the types of board and accommodation
- Preparing the advertising means
- The correct drawing up of travel documents
- The drawing up of the reservation sheet, the plane ticket, and other types of tickets for various transport
- Recommending a type of tourist arrangement
- Draws up the bill and cash book
- Establishes a sale price for the estimate items
- Makes surveys
- Monitors the sales
- Establishes contractual clauses
- Promotes touristic services
- Bidding farewell to the client











# Waiter, Shop-assistant in Food Selling Units

- students an 11<sup>th</sup> grade in the vocational high school

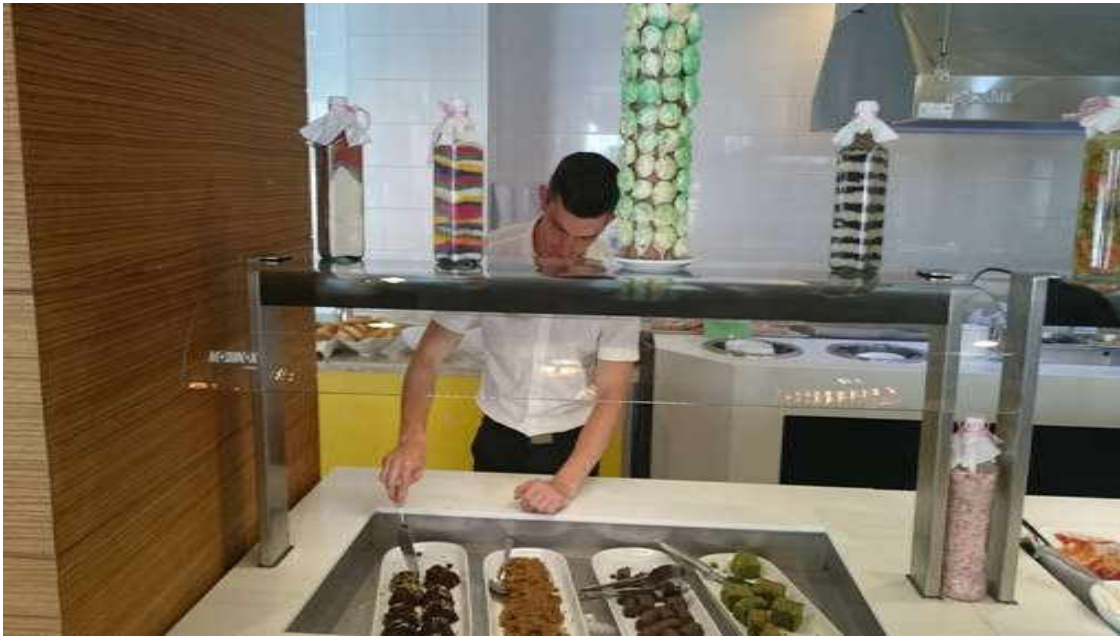
## Learning activities:

- organizing the workplace
- identifying the types of receptions: banquet, cocktail party, New Year's Eve party, reception;
- the stages of organizing receptions
- the stages of serving at receptions
- Cashing in/ charging operations of the counter value of the reception

## Working tasks

- Drawing up menus of various types of food and beverage
- identifying the preferences of different categories foreign tourists
- Ensuring the catering of fresh produce and beverage
- Selecting the inventory items
- Decorating the hall
- Preparing the workers' uniforms/ work outfits
- The correct mise-en-place using the serving systems directly and indirectly
- Clearing out the table
- Drawing up and presenting the bill for the meal/ reception
- Cashing in/ charging of the counter value of the food and beverage served at the reception using various systems: cash, cheque, voucher, bank transfer, cards
- Bidding farewell to the customer







## CULTURAL PROGRAMMES

- Fethiye city center tour
- 12 islands boat trip
- Blue Lagoon boat trip
- Calis Beach
- Grand Bazar
- Saklikent

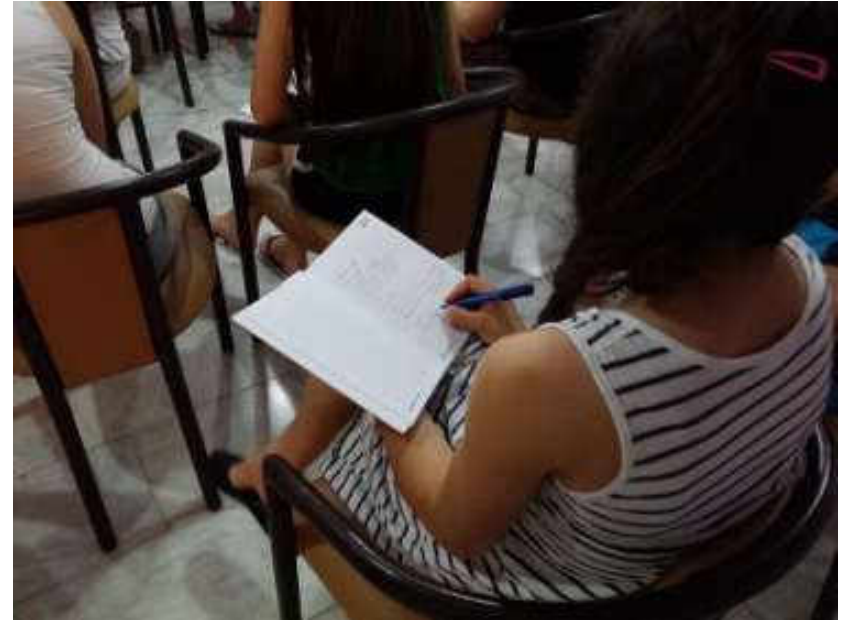








# Turkish language course



# Traveling home





Thank you! - Teşekkür ederim!

