



## CASE STUDY 1 (Radostina – jobseeker)

### 1: Introduction.

Radostina has been working as a receptionist in a few hotels. She is currently without a job and looking to re-orient her career. She is 28 years old and studied in Tourism College in Albena and doesn't want to work as a receptionist. She was registering herself in the Labour office Rodopi - Plovdiv to find an appropriate job. Radostina came back a second time in order to fill out all the questionnaires as a jobseeker. We provided the results immediately after the total testing was prepared.

### 2: Motivation for participation in the piloting phase of the How to Manage my Own Skills project.

Since the managing director of the Labour office Rodopi - Plovdiv asked her to participate she felt enthusiastic about the idea of new approach to self-assess her key skills. Her expectation is to work as a front office manager in a larger hotel.

### 3: Achievements and Problems.

The results showed that she had a lot of skills needed for working at the front office manager. She was happy with the confirmation of her personal opinion on her own skills. One month after the end of the piloting phase she informs us that she was appointed as a front desk manager in Hotel Trimontzium Princess in Plovdiv. Radostina suggested to fine tune the testing in the sense that no one should be obliged to fill out all questionnaires.

## CASE STUDY 2 (Neli – employee)

### 1: Introduction.

My name is Neli. I am 27 years old with a bachelor degree in subject Business administration from New Bulgarian University – Sofia. I speak English and Portuguese languages fluently. I heard about the HTMMOS project from some friends of mine, who were familiarised with the concept of the project during a presentation in front of potential beneficiaries. From 2006 till present I'm working as a receptionist in one of the famous luxury hotels in Sofia – Festa Barcelo Premium.

### 2: Motivation for participation in the piloting phase of the How to Manage my Own Skills project.

I attend in piloting phase of the project since 5<sup>th</sup> of May 2008. With this participation I expect to self-assess myself because I would like to increase my skills in order to be able to work as a front office agent manager in the same hotel.

### 3: Achievements and Problems.





During the testing, I haven't had any difficulties. I do like the content, because it is comprehensive for me. I'm very satisfied when I saw the results of the tests, because now I'm feeling more confident and I do believe that I will have the opportunity to achieve my wishes for future career in Tourism. I would like to say that I am satisfied about my participation in the project and it justified my previous expectations.

### CASE STUDY 3 (V. Todorov - manager)

#### 1: Introduction.

Let me introduce myself my name is Vladimir Todorov and I'm a regional managing director of Samex Ltd. – franchiser of KFC for Bulgaria and Macedonia. I'm responsible for the KFC restaurants in Varna and Bourgas region. Samex Ltd. was established in 1990 initially with 2 restaurants in Sofia, and after that in Plovdiv, Varna, Stara Zagora and other cities in Bulgaria. We used already developed system for recruitment of our potential employees based on traditions for servicing of the clients in KFC Restaurants in the world.

#### 2: Motivation for participation in the piloting phase of the How to Manage my Own Skills project.

The representative from Zgura M Ltd. contacts me and I was informed about the main purposes of this project. The reason that I accepted to participate as a piloter in this project was my curiosity to know more about new different approach for assessment of the personnel. At the moment in our company only the managers can assess the employees' skills, but we do not provide the system for self-assessment of the key skills of our personnel. That's why I thought that it could be very useful to include two our employees also as a testers of the product of your project.

#### 3: Achievements and problems.

I read the "Handbook for managers, owners and trainers" for no more than 5 hours. I was very impressed about the quality of the tests for self-assessment. Based on my experience I think that this system could be very useful for Bulgarian tourist sector, because mostly of Bulgarian tourist companies do not have an equal methodological system. From other side I think that for jobseekers can be also helpful in order to self-assess their skills before the job interview and to know exactly what kind of requirements are needed for requested job position. For current employees it is an opportunity to understand the level of their skills and to increase them in the future. I'm also very interested to test the online platform when it will be finalized. After discussion with my colleagues (managers) from other KFC restaurants they express their wishes to test their personnel with HTMMOS self-assessment tool. Congratulations to the authors of the project for the high quality of the final products.

