

How to Manage My Own Skills

Project newsletter No 2

September 2008
Plovdiv, Bulgaria

Ladies and Gentlemen,

Welcome to the pages of the second issue of “HOW TO MANAGE MY OWN SKILLS” project newsletter. It is designed in order to present the achievements of the project.

The initiative started on 1 October 2006 and will finish on 30 September 2008.

This final issue of the newsletter will give you information about the created innovative products and their testing by representatives of project target groups.

The team working on “HOW TO MANAGE MY OWN SKILLS” project wants to say “Thank you” to all of you who followed the activities undertaken within this initiative and recommends you to keep your interest alive visiting the official web page available online: www.managemyskills.eu.

The themes in this issue:

- Job profiles in Tourism – second part
- News on the achievements
- Feedback from testing phase
- Final valorisation event



JOB PROFILES IN TOURISM

Within HOW TO MANAGE MY OWN SKILLS PROJECT the team of experts elaborated 21 job profiles in 7 key work-units within the hotels. Each of the profiles gives clear explanation of duties and responsibilities relevant for the position.

In the first issue of the newsletter we presented four of the profiles – Front office/Reception desk, Reservations, Rooms division, Administrative.

Here you can find the other 3 job profiles those about **Kitchen, Restaurant and Maintenance**.

KITCHEN unit consists of 3 positions Commis de Cuisine on the lowest level, Chef de Partie on supervisory level and Kitchen Chef on managerial level.

RESTAURANT unit divides into Commis de Salle on lowest level, Maitre d'Hotel on supervisory level and Restaurant manager on highest managerial level.

MAINTENANCE unit consists of Technical Aid on lowest level, Maintenance Supervisor on supervisory level and Head Technical Department on highest managerial level.

We hope that the provided profiles will be useful for you and give a clear picture of a career path in hotel units.



NEWS

This section is designed in order to keep you informed about interesting facts, events and results, related to the project. In this second issue of the newsletter we are going to present to you the final products and outcomes of the project as well as some interesting facts from their testing.

In order to see the full version of the products and tools, visit the online platform on www.zgura-m.eu/e-learning

1. HANDBOOK FOR MANAGERS, OWNERS AND TRAINERS IN TOURISM SECTOR

This product is designed in order to present a modern approach for recruitment of staff within tourism sector (hotels, restaurants and tourist agencies).

The handbook provides an opportunity for development of your individual potential and improvement of your managerial skills and abilities. Thus it limits the workforce turnover in your business in Tourism and ensures a good ground for achievement of high quality and efficiency.

2. HANDBOOK FOR EMPLOYEES AND UNEMPLOYED LOOKING FOR A CAREER IN THE TOURISM SECTOR

This handbook is designed for people who would like to start or progress in a career in the field of Tourism.

The product is in the form of psychological tests and questionnaires enabling evaluation and better understanding of the personal values, career preferences and motivation. The handbook is useful in the estimation what exactly the unemployed person or the employee who wishes to increase its qualification, needs to achieve in his work.

Both handbooks are provided with an online self-assessment tool. Based on our test methodology the targets can self-assess themselves in key skills. The Handbooks are available free of charge after registration on: www.zgura-m.eu/e-learning.



NEWS ON TESTING PHASE

Being an innovative product, the handbooks needed to be reviewed and assessed by representatives of the target groups. In this respect in the period 1 May - 15 June 2008 in Bulgaria, Estonia and Belgium the piloting phase of the project took place.

35 managers in tourism sector and 59 employees and unemployed people participated in the testing. They received the materials on hard copy in their native languages.

Personal opinions of some of the pilots were gathered in the form of case studies and published on the official web page of the project. After a month and a half reading and exploiting the instruments, the participants filled in an evaluation questionnaire, where they gave their feedback. The majority of respondents found the handbooks very useful and applicable in practice. They shared that using these materials helped them to better self-assess their skills as well as to increase the level of competence. The pilots found the handbooks highly comprehensible and rarely faced difficulties with the content.

After the end of the testing phase slight changes in the products were made in order to meet the recommendations from pilots. The final versions will be printed on hard copy and distributed online and on CD-Rom. The alternative formats will ease the mainstreaming of the handbooks and tests among the potential users.



FINAL DISSEMINATION EVENT

The team of "How to Manage My Own Skills" project www.managemyskills.eu will organise an Informational seminar aiming to demonstrate the products of the project.

The event will be held on 19 September 2008 in Bulgaria, Varna "Aqua" Hotel, "Neptun" Conference hall.

During the seminar the three main products of "How to manage my own skills" project, partially financed by Leonardo da Vinci programme of EC, will be presented by their authors. The products are:

- **"Handbook for Managers, Owners and Trainers in Tourism sector"**
- **"Handbook for Employees and Unemployed looking for a career in Tourism sector"**
- **"Online self-assessment platform"**

If you wish to visit this event, please confirm your participation **until 05 September 2008** on projects@zgura-m.eu or telephone **+359 32 62 21 28**.

The participation is free of charge and travel and accommodation costs are on the expenses of the participants.

About 70 participants from Bulgaria and Europe are expected to attend the event. In Bulgaria a great interest in the Informational seminar was declared by people working in HR agencies, managers in hotels and university professors teaching tourism specialties.

More information after the final dissemination event could be found on the project webpage www.managemyskills.eu.

CONTACTS

The team working on HOW TO MANAGE MY OWN SKILLS PROJECT is always opened to answer your questions as well as to provide you with additional information. Please use the addresses below to contact us:

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