

Trans-national comparative matrix (deliverable no. 2.3)

Analytical description of the professional qualifications (training profiles) to be tested in the experimentation (deliverable no. 2.4)



ECVET system for No borders in tourism hospitality European Training and Work

N.E.T. WORK

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Macrocompetence ⑤ = He/she is able to perform financial assignments and execute commercial activities and ensure quality control of the services and work conducted

Knowledge: he/she	Skill: he/she	Competence: he/she
<ol style="list-style-type: none"> 1. Knows the fundamentals of using ICT to manage commercial activities 2. Knows the techniques of quality management of the reception service 	<ol style="list-style-type: none"> 1. identifies the level of customer satisfaction and defines measures to adjust services 2. uses the quality control techniques of the reception service 3. organises gathered data and prepares charts and reports 4. develops on-line promotion and sales procedures 5. elaborates virtual product lines and a shopping cart for on-line transactions 	<ol style="list-style-type: none"> 1. is able to collaborate with hotel management in the definition of targets and procedures to promote and conduct commercial activities
<ol style="list-style-type: none"> 3. knows the main process analysis methodologies and business diagnosis tools 	<ol style="list-style-type: none"> 6. applies data-gathering methods (surveys, interviews, targeted observation) referring to the specific sector 7. monitors the production processes in relation to descriptors and indexes of quality, productivity and profitability 8. applies the directives regarding access to and handling of sensitive data 9. elaborates an action plan for positioning his/her sector within the company market 	<ol style="list-style-type: none"> 2. is able to collaborate in evaluating the quality of services, in verifying the level of consumer satisfaction and in making the necessary corrections or adjustments