

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 ② = He/she is able to inform and give advice to guests on services and events in the local environment		
Knowledge: he/she	Skill: he/she	Competence: he/she
<ol style="list-style-type: none"> 1. knows the historical and cultural resources and tourist services to provide customers with information 2. knows the sources and techniques for finding information on events 	<ol style="list-style-type: none"> 1. gathers and records information about the cultural, environmental and gastronomic opportunities of the territory 2. keeps the data base of opportunities up to date 	<ol style="list-style-type: none"> 1. is able to carry out the activities of gathering information on the opportunities offered by the surrounding territory <i>(including car rentals, sightseeing tours, reservation and confirmation of tickets to shows, etc..)</i>
<ol style="list-style-type: none"> 3. knows the principles for constructing a tourism supply package integrated with the territory 4. knows the principles of destination management 	<ol style="list-style-type: none"> 3. contacts and collaborates with other operators to formulate integrated tourism supplies 4. handles relations with intermediaries both of tourism and non-tourism-related distribution 	<ol style="list-style-type: none"> 2. is able to integrate the tourism offer with the contribution of other public and private stakeholders of the territory
<ol style="list-style-type: none"> 5. knows the principles of territorial marketing 	<ol style="list-style-type: none"> 5. informs about and promotes the cultural, natural and food& wine opportunities of the territory 6. helps guests with transportation, reservations, gathering information on services outside the hotel and on the historical and cultural environment 7. sells souvenirs and other promotional and contact material 	<ol style="list-style-type: none"> 3. is able to promote the tourism destination where the structure is located