

The Framework for FrontOffice Employees Development

2021-2-CZ01-KA210-VET-000049509

Prague – February 2024 – 15. 2. 2024

Závěrečná zpráva, project review – disseminace

Meeting minutes

Attendance: Norbert Beták, Barbora Komínková

The content of the international meeting

- Barbora Komínková welcomed Norbert Beták at the UCP in Prague.
- Barbora presented feedback from stakeholders of the final workshop hosted by UCP in Vienna

House by Wyndham andel's Prague, expected new approaches towards training of the hotel employees and their onboarding.

- Norbert showcased the current issues of the hoteliers in Slovakia in connection to the content of the FFOED project, where the need for updated basics delivery and mutual development of the soft and hard skills. The biggest issues are:

- The lack of comprehensive understanding of the front office operations.
- Isolated education of hard skills and soft skills.
- Low qualification of the employees on entry level positions.
- Lack of training materials (SOPs, scenarios, guides and tutorials).
- Many mistakes caused by insufficient training.

Conclusion

Was agreed the need of further dissemination of the FFOED outputs. and their delivery to contacts created during the FFOED creation and dissemination. Further development of the partnership with the industry and popularization of the professional

development and education.

In Prague 15. 2. 2024

Barbora Komínková