

# **The Framework for FrontOffice Employees Development**

**2021-2-CZ01-KA210-VET-000049509**

Midterm Meeting – Prague – February 2024 – 26. 2. 2024

Meeting minutes

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**Attendance:** Hana Bielíková, Štěpán Chalupa

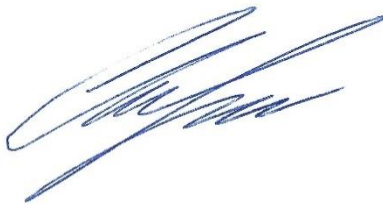
(declared by the Attendance list for the transnational project meeting)

## **The content of the international meeting**

- Štěpán Chalupa welcomed Hana Bielíková at the UCP in Prague.
- Štěpán presented the main outputs of the final workshop hosted by UCP in Vienna House by Wyndham andel's Prague.
  - The feedback from hoteliers was discussed in the context of further development of the FFOED content.
  - The new functionality of Previo was presented and the insights from the system development were shared.
  - New approaches towards training of the hotel employees and their onboarding were discussed.
- Hana 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**

Both partners agreed on the need of further development 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 26. 2. 2024

Štěpán Chalupa