



Project Highlights:

1st Online Transnational Project Meeting of the Erasmus+ project: Empowering Front Line personnel of Hospitality and Tourism Industry through 3D serious games [WELCOME] on 9th December 2022

WELCOME at a glance...

WELCOME project addresses the need for competent training for receptionists by developing and offering a modern online digital platform with training content in the form of 3D simulations (role play scenarios based on a service design mapping approach). The high-fidelity 3D realistic simulations will offer advantages such as high user engagement, interactivity and feedback.



1st Online Transnational Project Meeting:

On the 9th of December 2022 the 1st Transnational Meeting of the project WELCOME took place online. The representatives of the partners' organisation took part in the meeting:

- Stowarzyszenie na Rzecz Innowacji i Edukacji – Project Coordinator, Poland
- M.M.C Management Center Limited – Cyprus
- European Network For Accessible Tourism ASBL – Belgium
- Georgios Drakopoulos Single Member Private Company- Greece
- Theofanis Alexandridis KAI SIA Sia EE – Greece
- Kypriaki Etaireia Pistopoiisis Limited - Cyprus
- FORMA CAMERA – Italy



Having representatives from all partner organizations was crucial for effective communication and collaboration. All partners declared their involvement and engagement in the project realisation. There were discussed important matters, made some administrative decisions and ensured that everyone's perspectives and interests were taken into account. The level of participation and representation lead to more successful outcomes and stronger partnerships. It was a positive sign for the progress and potential success of the collaborative efforts among the partner organizations.

During the meeting, the partnership discussed main project goals, mile stone and schedule of the intellectual outputs development. It was essential for ensuring a clear roadmap and shared understanding among the partner organizations.

Defining milestones allowed for tracking progress and evaluating the project's advancement at specific checkpoints. It helps to break down the project into manageable phases and ensures that key deliverables are completed within specified timeframes. This also enables partners to monitor their individual and collective contributions.

Setting a schedule for the development of intellectual outputs provided a timeline for the creation and refinement of the project's core outputs, such as research findings, prototypes, or educational materials. This ensures that the work is progressing steadily and that deadlines are met.

Overall, by discussing these important aspects, the partnership demonstrates a commitment to effective project management, collaboration, and achieving the desired outcomes.

Project results:

PROJECT RESULT 1:

WELCOME training materials and narrative scenarios

The result will address the need for competent online training on "communication skills for receptionists" at EQF level 5. It will offer online simulation tools (in the form of 3D scenarios) that the trainee will use for role playing (game-based learning).

IO1 Leader: M.M.C Management Center Limited – Cyprus

PROJECT RESULT 2:

WELCOME Online 3D platform for training and assessment

The high-fidelity simulations using 3D technologies offer advantages that can help tutors develop their pedagogical practice in a safe and controlled environment. WELCOME 3D Platform will put trainees in the shoes of receptionists receiving guests at the hotel reception.

IO2 Leader: Theofanis Alexandridis KAI SIA Sia EE – Greece



PROJECT RESULT 3:

WELCOME certification scheme for persons

This result will develop a certification scheme based on standard ISO17024 "Conformity Assessment – General Requirements for bodies operating certification of persons", in order to give an extra qualification to trainees who attend the trainings.

The target group will be receptionists that want to enhance their communication skills.

IO2 Leader: Stowarzyszenie na Rzecz Innowacji i Edukacji, Poland



What is next?

Development of the PROJECT RESULT 1: WELCOME training materials and narrative scenarios

R1/A1 Desk research of existing qualifications in each country for receptionists in order to identify basic communication modules.

R1/A2 Focus groups It will provide specific information to the focus group facilitators on how to run the focus groups.

R1/A3 Categorization of learning objectives All partners that have implemented focus groups will proceed with the analysis of their results and a national report will be developed in each country containing the proposed learning objectives.

R1/A4 Development of narrative scenarios The list of the learning outcomes will feed the narrative scenarios writing process.

Coordinator:

Stowarzyszenie na Rzecz Innowacji i Edukacji Radom, Poland

Partners:

- M.M.C Management Center Limited – Nikosia, Cyprus
- European Network For Accessible Tourism ASBL – Belgium
- Georgios Drakopoulos Single Member Private Company- Athens, Greece
- Theofanis Alexandridis KAI SIA Sia EE – Athens, Greece
- Kypriaki Etaireia Pistopoiisis Limited - Cyprus
- FORMA CAMERA – Italy

Project Website:

<http://welcome.omegatech.gr/>

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