

The table below can be used as an overview of competences being trained linked to cases with a short clarification on the content focus. Based on the competence categories (identified by stakeholders in the Enterprised project), cases can be added.

Competence category	Content focus	Case
Awareness about the business and own role	Workers may have expectations and perceptions not identical with what the sector revolves around. Awareness of own role in the chain of jobs in the workplace.	1: Service and restaurants - The telephone trouble 1: Reception – The booking system failure 3: Car rental & taxi services – The taxi ride
Basic skills	Literacy, numeracy, specific language skills etc.	
Interpersonal skills	Including communication, initiative, appearance, and body language.	2: Reception - The ticket trouble 3: Reception – The tavern trouble 2: Service and restaurants – The price problem 3: Service in restaurants – The Paella problem 3: Touristic activities – The castle tour crisis 1: Touristic activities – The Tyrol trouble 2: Touristic activities – The boat tour trouble 5: Service in restaurants – The misplace order 1: Reception – The booking system failure 1: Car rental – The angry customer 4: Touristic activities – The emergency response 3: Car rental & taxi services – The taxi ride
Practical knowledge of processes in the workplace	Procedures and processes in the workplace need to be known and followed (orders, booking etc.). The typical ones at least if people do not have practical experiences.	3: Reception – The tavern trouble 1: Service and restaurants - The telephone trouble 3: Service in restaurants – The Paella problem

		<p>4: Service in restaurants – The mushroom mistake</p> <p>3: Touristic activities – The castle tour crisis</p> <p>5: Service in restaurants – The misplace order</p> <p>6: Service in restaurants – The Tripadvisor review</p> <p>1: Car rental - The angry customer</p> <p>2: Car rental - The car chaos</p> <p>1: Covid related scenarios – The Covid caution</p> <p>2: Covid related scenarios – The Covid certificate problem</p> <p>3: Covid related scenarios – The sick guest</p>
Language skills	Specific in some cases, according to situational needs.	3: Service in restaurants – The Paella problem
Customer orientation and hospitality	Service user focus, aiming at understanding and meeting requested needs and exceeding those to increase customer satisfaction.	<p>2: Reception - The ticket trouble</p> <p>3: Reception – The tavern trouble</p> <p>1: Service and restaurants - The telephone trouble</p> <p>3: Service in restaurants – The Paella problem</p> <p>2: Touristic activities – The boat tour trouble</p> <p>5: Service in restaurants – The misplace order</p> <p>6: Service in restaurants – The Tripadvisor review</p> <p>1: Reception – The booking system failure</p> <p>2: Car rental - The car chaos</p> <p>3: Car rental & taxi services – The taxi ride</p> <p>2: Covid related scenarios – The Covid certificate problem</p> <p>3: Covid related scenarios – The sick guest</p>

Situational and local knowledge	Being able to provide information and answer questions about the local area and options for tourists (e.g., historical places, geography, legends, and other services).	1: Touristic activities – The Tyrol trouble
Intercultural and diversity aspects	Working with others, serving customers with a focus on an inclusive mindset and respect for cultures, traditions, age, gender identity etc.	3: Service in restaurants – The Paella problem 1: Car rental & taxi services – Intercultural & diversity aspects 3: Car rental & taxi services – The taxi ride
Handling customer complaints	How to respond, knowing set processes, remaining calm and knowing whom to turn to in case of assistance and support needed.	2: Reception - The ticket trouble 2: Service and restaurants – The price problem 3: Service in restaurants – The Paella problem 4: Service in restaurants – The mushroom mistake 2: Touristic activities – The boat tour trouble 5: Service in restaurants – The misplaced order 1: Car rental – The angry customer 2: Covid related scenarios – The Covid certificate problem
Digital skills (ICT)	Specific programs according to identified needs of the services at hand.	2: Covid related scenarios – The Covid certificate problem
Leadership skills	Awareness of one’s role in the team. Supporting team members, promoting a learning culture and providing mentorship to enhance employee well-being and development.	7: Reception – Eggs, bacon and broken glass

Environmental awareness	Awareness, knowledge and support of processes working towards sustainability. The optimal utilization of resources and organisation of products and delivery.	
Food handling	Following processes for handling food in a safe manner (in restaurants and for “over the counter” food sales).	4: Service in restaurants – The mushroom mistake
Sales techniques	Knowledge of marketing and sales techniques and how to present and promote new services or products to customers.	
Entrepreneurial thinking	Thinking of innovative ways to improve and adjust services/processes and developing new services or products.	3: Covid related scenarios – The sick guest
Hygiene awareness	Specific guidelines for general hygiene and COVID – guidelines and how to keep customers feeling safe.	1: Covid related scenarios – The Covid caution 3: Covid related scenarios – The sick guest
Safety awareness	Environment safety according to buildings, situational factors (such as safety during tourism activities and events) and first aid (such as Cardio Recovery Pulmonary with the use of Automatic External Defibrillator, Heimlich Maneuver, and deep cuts).	3: Touristic activities – The castle tour crisis 1: Touristic activities – The Tyrol trouble 4: Touristic activities – The emergency response