

## **Bridging the Skills Gap**

Brussels, 3 December 2013, 15:00-17:30

Berlaymont building, CINE room

*Draft programme*

**Tuesday, 3 December 2013**

Bridging the Skills Gap

14:45 – 15:00	Participants' arrival and registration
15:00 – 15:15	<b>Opening Speech</b> <b>Mr. Nick Hall</b> , SE1 Media, Chairman
15:15 – 15:30	<b>Putting the customer first</b> <b>Mr. Gareth James</b> , European Travel and Tourism Action Group (ETAG), Secretary General
15:30 – 15:45	<b>Bridging the academic/ practitioner divide</b> <b>Ms. Anya Diekmann</b> , Association for Tourism and Leisure Education (ATLAS) coordinator, Université Libre de Bruxelles
15:45 – 16:00	<b>The skills gap from the practitioners perspective</b> <b>Ms. Asnate Ziemele</b> , Latvian Country Tourism Association "Lauku ceļotājs", President
16:00 – 16:15	<b>How the EU is helping to bridge the European tourism skills gap</b> <b>Mr. Felix Rohn</b> , European Commission, DG for Education and Culture
16:15 – 16:30	<b>Questions and roundtable discussions</b> Moderated by Mr. Nick Hall
16:30 – 17:00	<i>Cocktail</i>