



Lauku Ceļotājs

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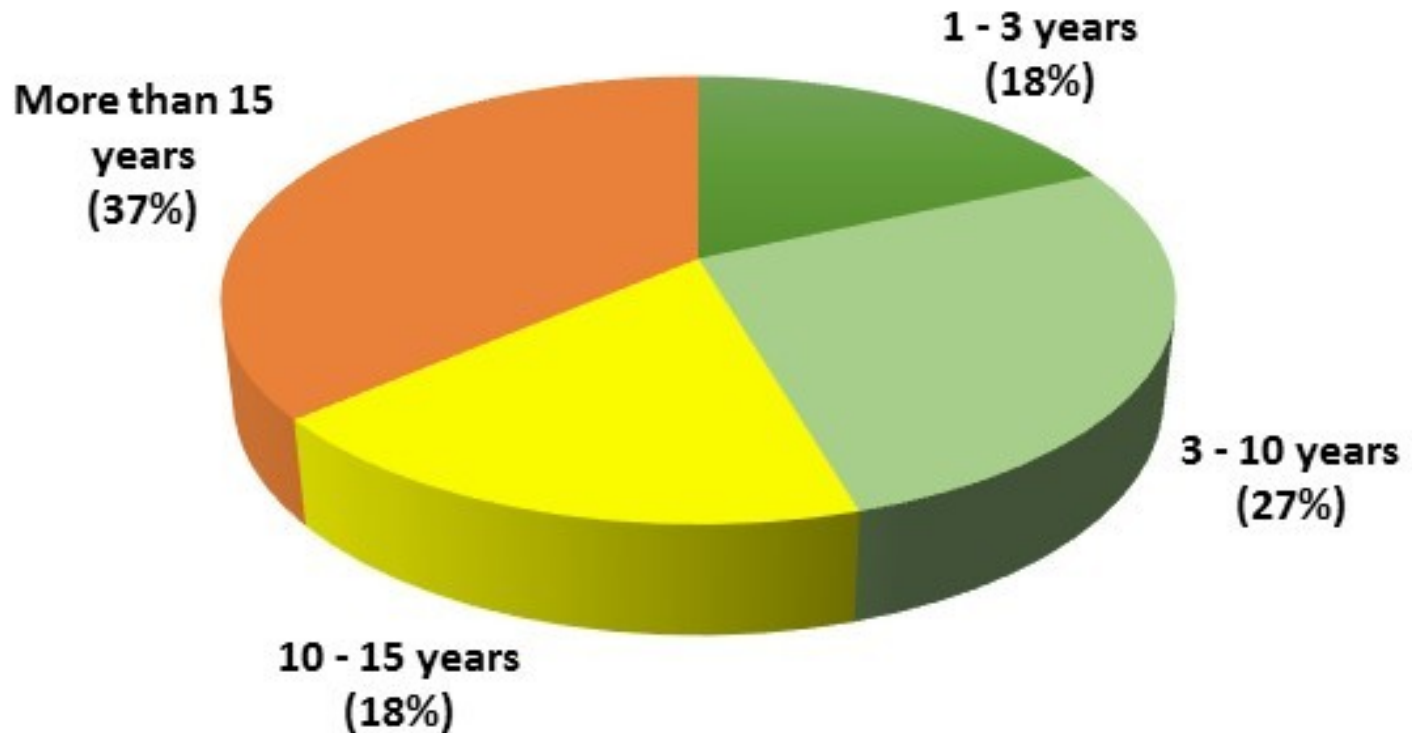
**UP Skills. Qualifications and skills
for the hotel and tourism industry**

A survey

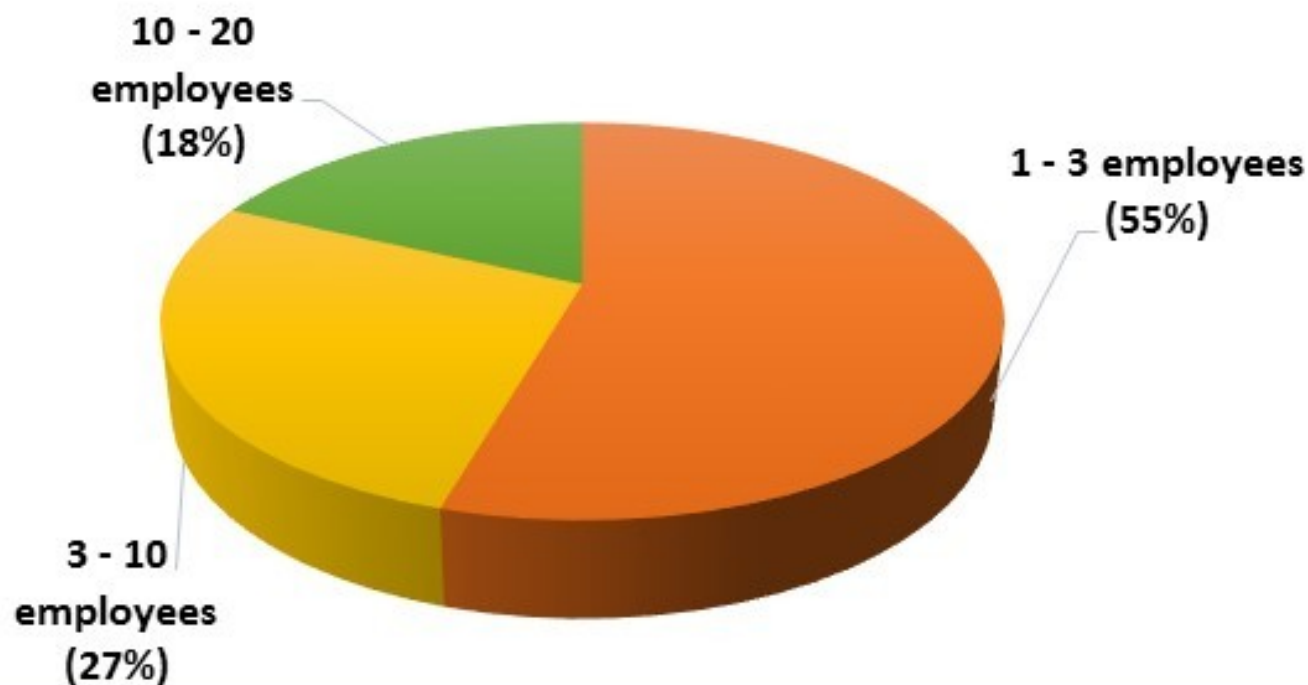


Erasmus+

How many years are you working in the tourism industry?



How many people are employed in your tourist accommodation?

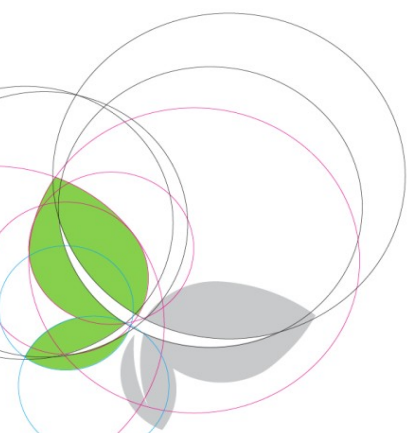
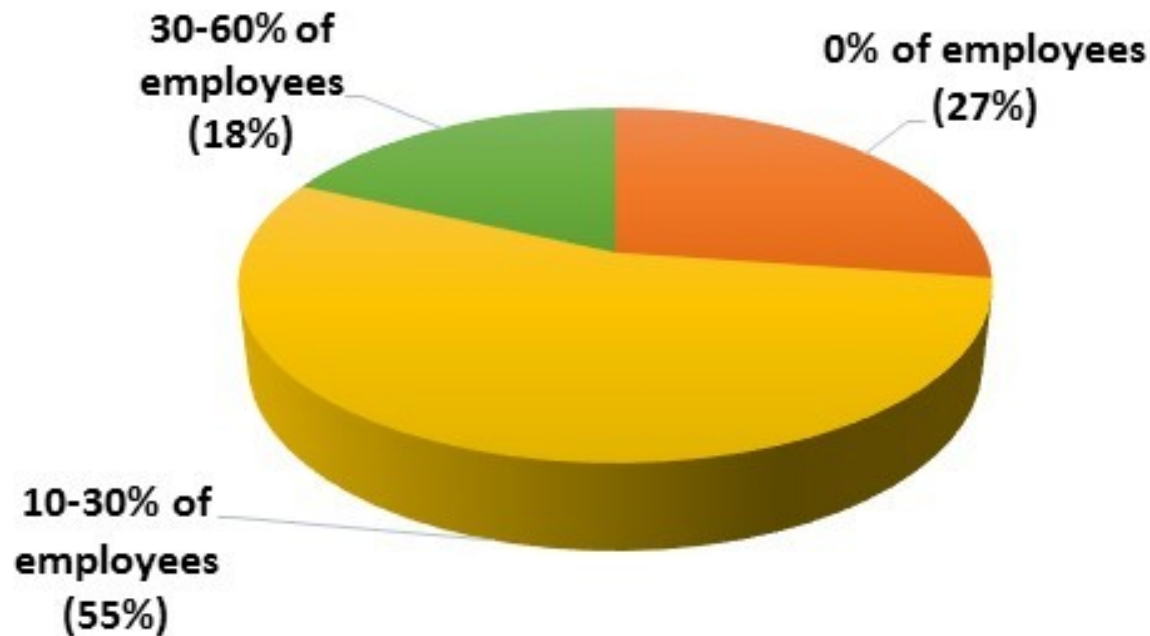


The youngest employee: 16-26

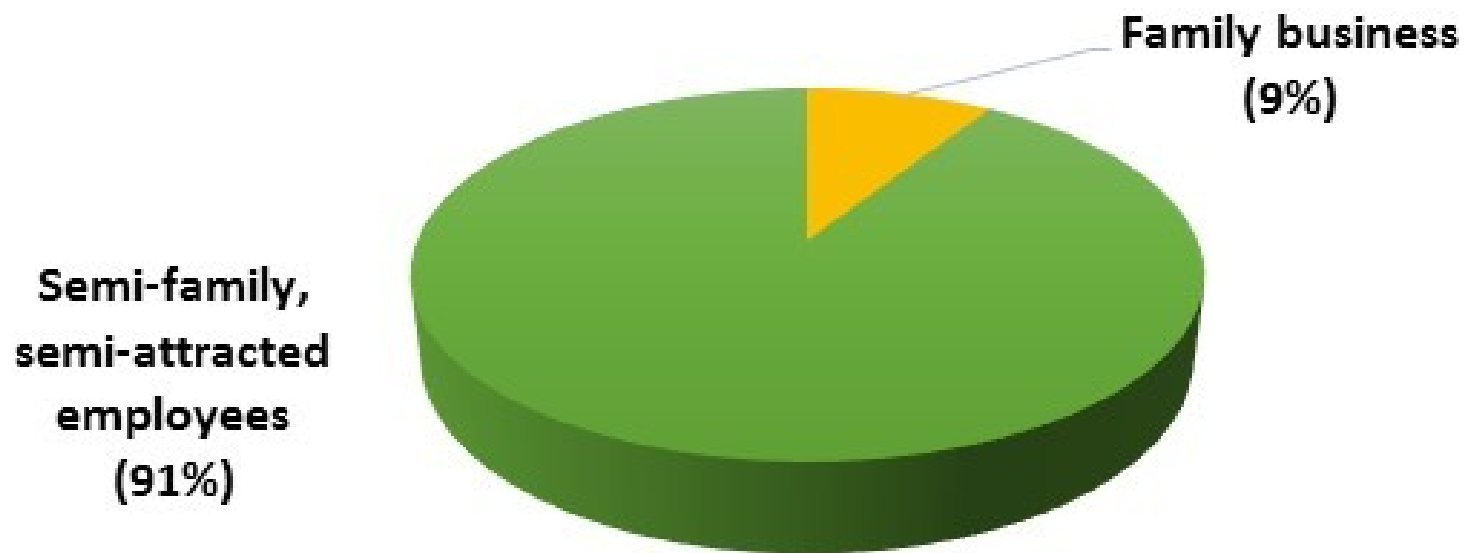
The average age of employees: 25-89



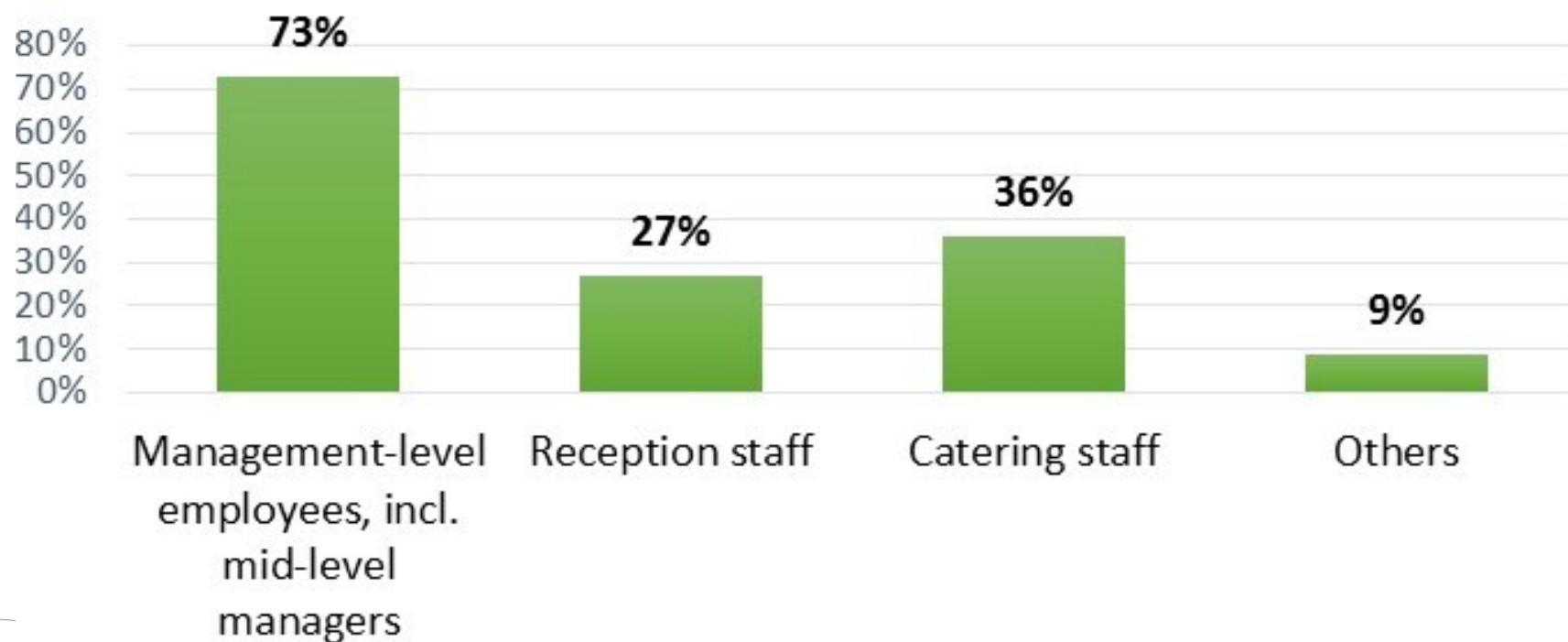
How many of your employees have education in tourism (academic or professional) or is currently studying it?



The extent to which your employees are your family members?



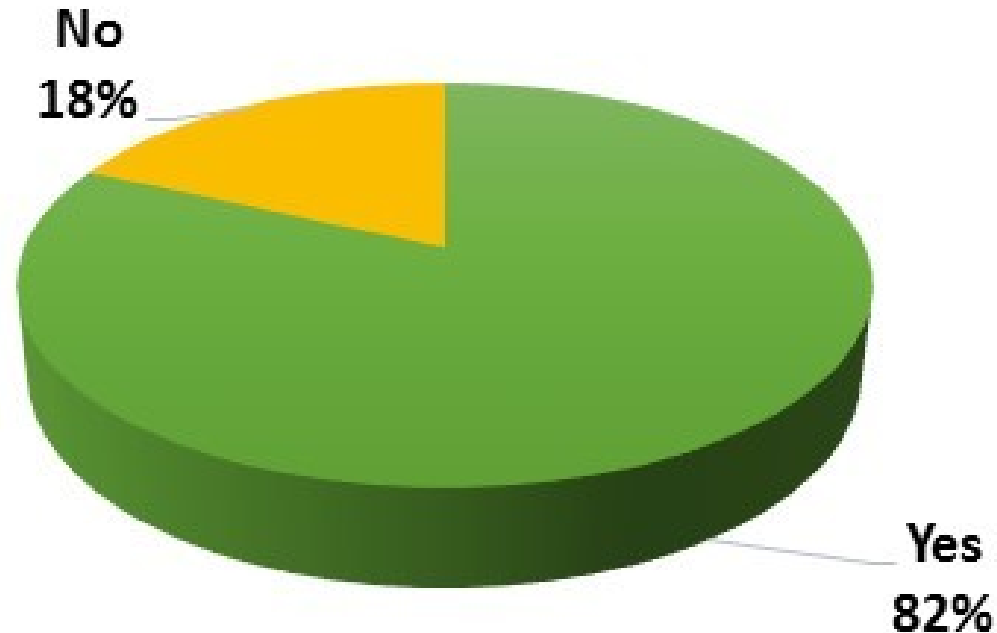
Which of your employees are the most educated?



What criteria do you consider when recruiting, if a potential employee does not have an education in tourism?



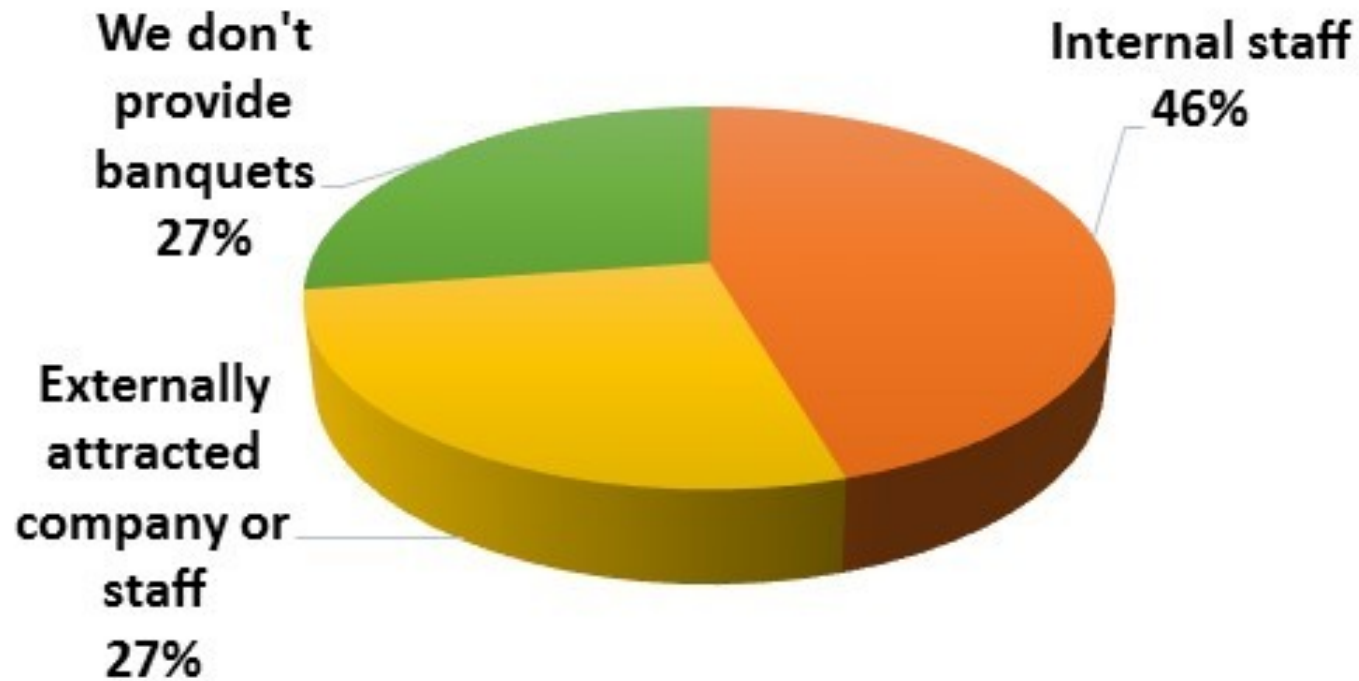
If the employee has no education, do you motivate employee to get it?



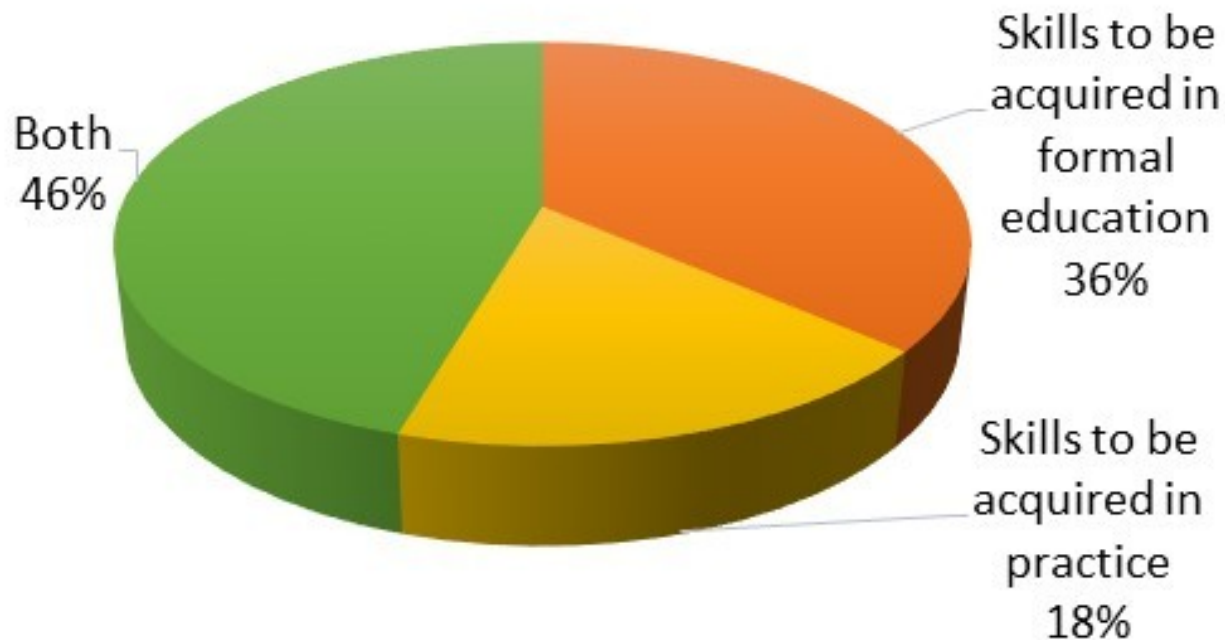
How do you motivate your employees: we invite guest lecturers, we pay for courses, give advise on opportunities, match schedule, grant study leave



If your offer includes banquet services, who are organizing them?

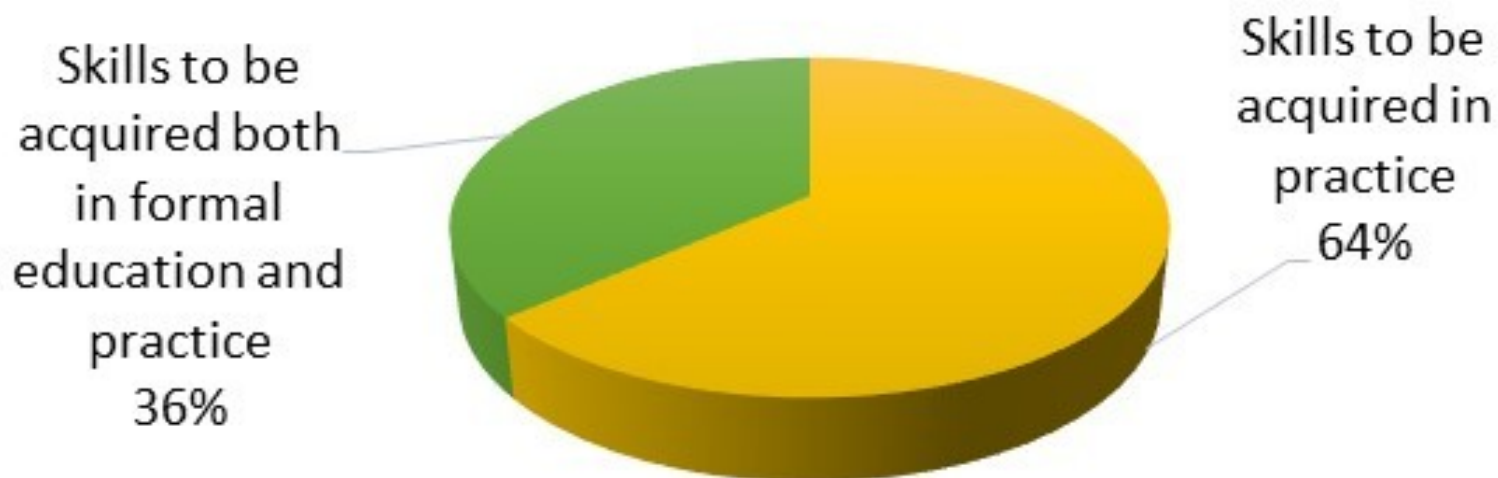


What do you think are the most important skills for management-level employees, incl. mid-level managers



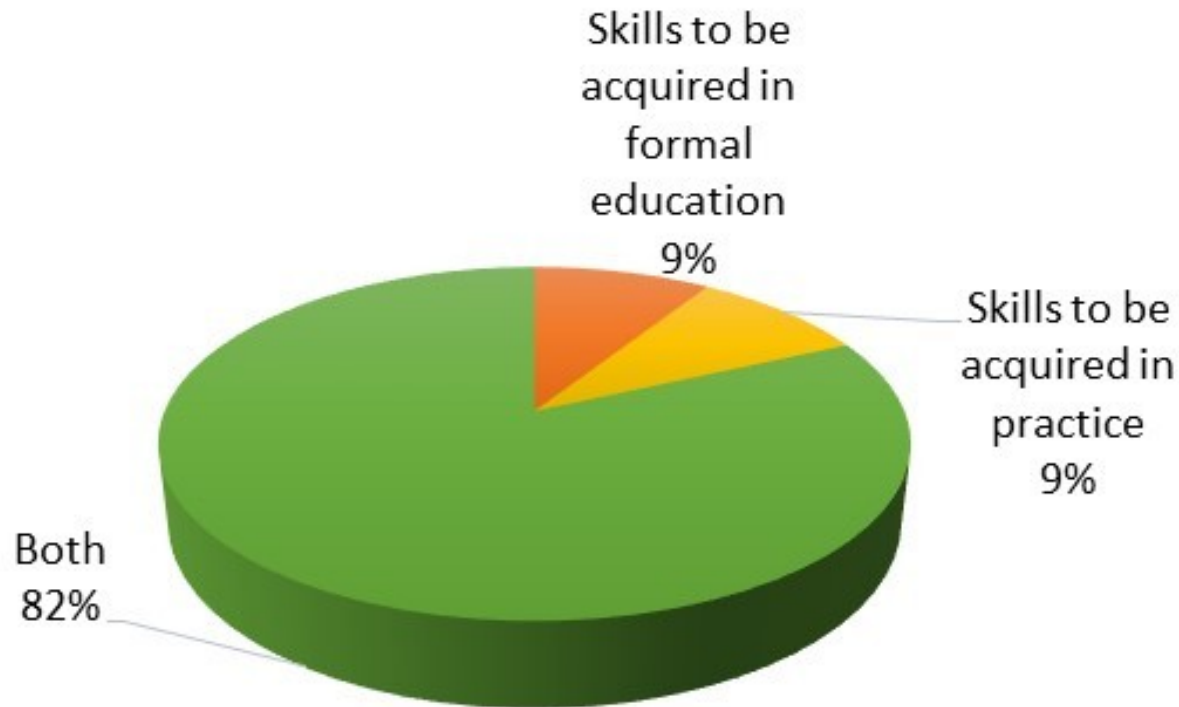
The most important skills: Work organization, planning, advertising, responsibility, work with computer, financial data processing and planning, knowledge and experience, hospitality, marketing

What do you think are the most important skills for reception staff?



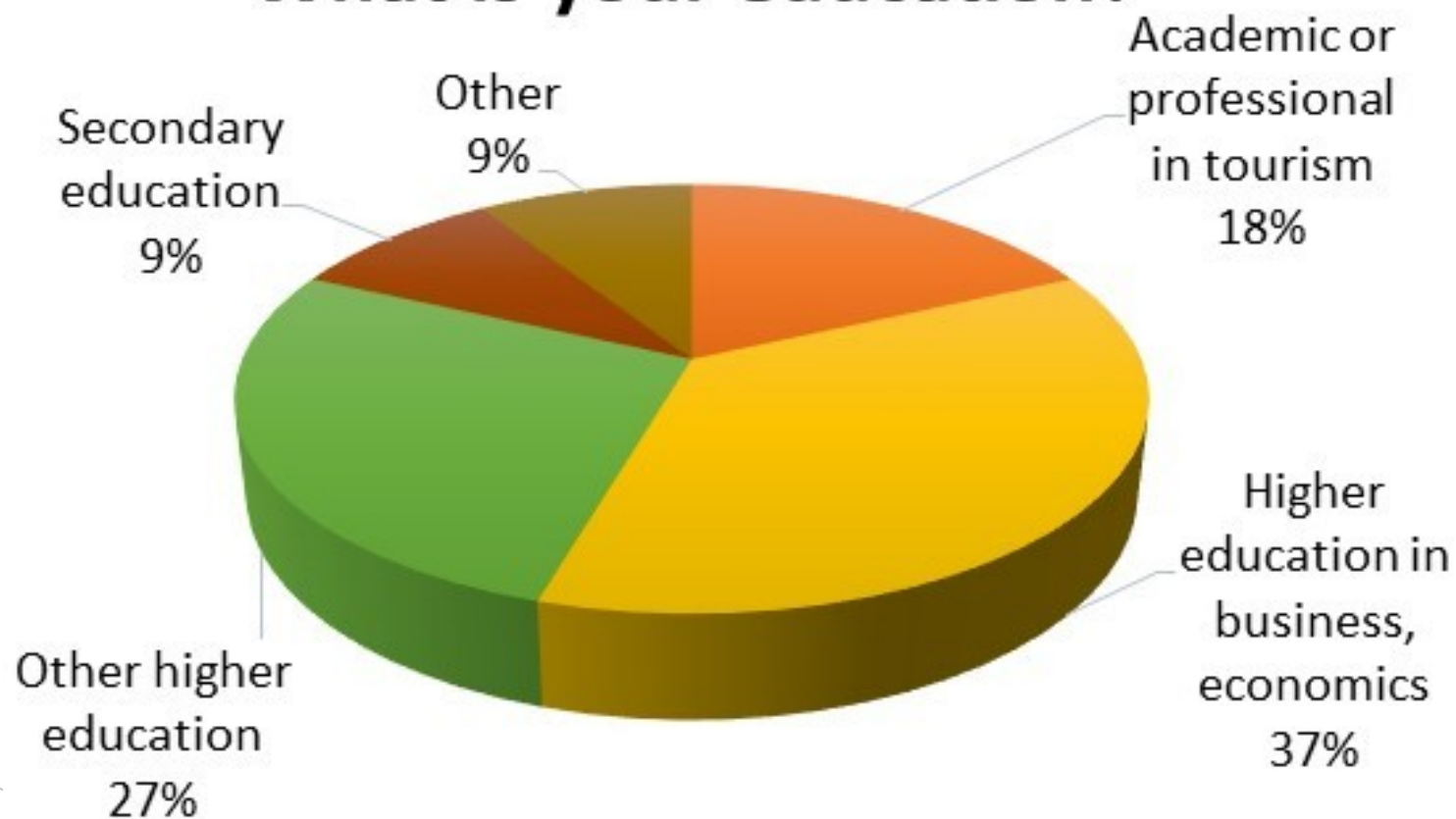
The most important skills: hospitality, knowledge of the offer, attitude, communication, language, knowledge of psychology

What do you think are the most important skills for catering staff?



The most important skills: delicious food, knowledge, skills, motivation, local products, food design, "firm's" recipe, for the waiter - the most important are personal qualities (attention), for chef - taste sensation + prof. education, practical skills, work speed, the ability to quickly adapt to the situation

What is your education?





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Latvijas lauku tūrisma asociācija “Lauku ceļotājs”

Kalnciema iela 40, Rīga, LV-1046, +371 67617600

E-pasts: lauku@celotajs.lv Facebook: [Lauku Celotajs](https://www.facebook.com/Lauku-Celotajs) twitter.com/Laukucelotajs