

## Interview guideline for professionals in tourism sector (Cook/ Hotel and restaurant assistant)

Place:

Time:

Function of IP:

Education of IP:

### Profession/competences

- How long have you been working in this profession? In which company/Institution?
- Why did you choose this job?
- Did you have certain expectations related to this job?
- Were your expectations met?
- What do you like about your job?
- What is the challenge/difficulty at your job?
- In your opinion, what are the most important working tasks in this job/profession?
- The most important competences in this profession are?

### Education/development of competences

- Which ways of education//training programs do you know for these two professions? (with or without graduation)
- In which education/training program did you take part in?
- Why did you decide to choose this education/training program?
- What were your experiences with this education/training program?
- Did you feel well prepared by your education at the beginning of the job? Any surprises at the beginning?
- Which were the first learning steps at the beginning of your job?

- Which quality examination system for the selected professions do you know?
- In the context of your experiences do you have any suggestions/wishes concerning changes of the education/training program?

### Further education/development of competences

- Which steps of competence development are very important in doing your job?
- Did you take part in further education/training programs during your occupation? If yes, in which and why?
- Have you been satisfied with this?
- Which particular education would you like to take part in?
- Are there any competences which you think one can gain only by „training on the job“?

### Mobility

- Do you have any experiences in working in other countries?
- If yes: what are your experiences with recognition of education/vocational training and competences?
- In your opinion what are obstacles in mobility for these professions?
- How could mobility of employees be supported in tourism sector (in particular concerning validation and recognition of competences)

Could you please sum up what are the main skills/key competences for your profession and why they are important?

**Thanks for your interview!**