

## Interview guideline for interviews with stakeholders in tourism sector (Cook/ Hotel and restaurant assistant)

Place:

Time:

Function of IP:

Education of IP:

### Profession/competences

- What are your connections to people in the tourism sector?
- What are the professional requirements (competences) for the professions cook and hotel/restaurant assistant?
- Are these requirements met according to your experience?
- The main challenges for people working in these professions are?
- Which conditions are needed to address these expectations/challenges?
- In your opinion, which are the most important working tasks in these professions?
- Which are the most important competences for these professions?
- When getting in contact with these both profession groups as a private person, which aspects concerning competences are important for you?
- In which way are your expectations met/not met?

### Education/development of competence

- Which ways of education/training programs do you know for these two professions? (with or without graduation)
- Do you think that this education/training programs prepare people well for these professions?
- Do you notice any differences between people with or without qualification (e.g. final apprenticeship examination)

- What are in your opinion the most important 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

- What do you think are the most important steps of competence development in doing your job?
- In which further educational/training programs take professionals of these two professions part in (as you know)? For what purpose?
- Which kinds of education/training programs are offered furthermore? (e.g. advanced training course, providing general access to higher education for skilled workers and graduates of three to four year fulltime VET-schools, courses at Universities of Applied Sciences, ...)
- How useful and good are these kinds of further education/ training programs?
- Which further education do you think is important or does make sense for these professions? Do you have any recommendations?
- Which competences should be further developed? How?
- Are there any competences which you think one can gain only by „training on the job“?

### Mobility

- Which experiences do you have with people in these both professions from other countries or other qualification systems?
- Which measures of facilitating mobility do already exist?
- In your opinion what are the obstacles in relation with mobility for these professions?
- How could mobility of employees be supported in this sector? (in particular concerning validation and recognition of competences)

Could you please sum up what are the main skills/key competences for these both professions and why they are important?

**Thanks for your interview!**