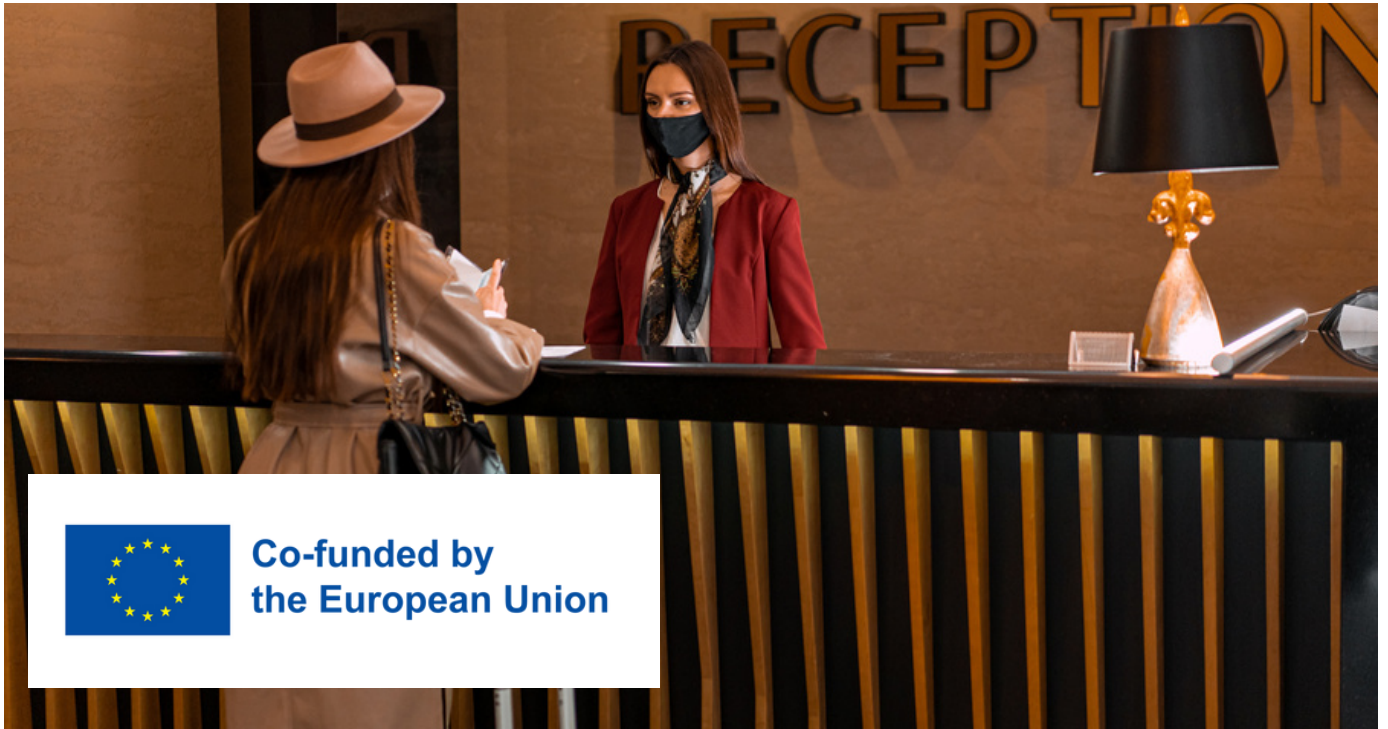




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# ESTOUR

Introducing Epidemic Safe Tourism (post-COVID recovery) to strengthen SMEs in the Hospitality Sector



## What is ESTour about?

An Erasmus+ project that aims at creating the ESTour expert professional profile.

The ESTour project aims at training and certifying people who have been working in the hospitality sector and would like to update their skills related to the new health and safety protocols and new digital technologies in regards to an effective response to the epidemic crisis' impact.

The main goal of the ESTour Expert is to be able to work at an operational level, namely conduct an operational plan by creating and implementing staff protocols and guidelines, retraining and monitoring staff regarding infection control, physical distancing and hygiene measures, and to know how to use the new digital technologies for implementing clients' social distancing during epidemic crises.



# The ESTour Expert

- Understands, follows and applies new safety protocols.
- Is aware of the new digital technologies for facilitating the operation of hospitality SMEs in times of epidemic crises.
- Conducts an operational plan by creating and implementing staff protocols and guidelines.
- Applies health safety and social distancing practices. Retrains and monitors staff regarding infection control, physical distancing, and hygiene measures.



## The 3rd partners' meeting in Larissa, Greece.

The 3rd face-to-face partner meeting was organised from DIMITRA EDUCATION & CONSULTING on July 10-13. On the first day, there was a management meeting of the partners, during which the current issues of the project have been discussed. The four days of the meeting were devoted mainly to training trainers who will use the ESTour training materials in the implementation of activities for the training of ESTour Experts and the validation of the ESTour project training materials.



## Training the Trainers



Trainers were trained for the materials related to the synchronous learning in a national context. After the ESTour training program modules were defined, training material was developed and it will be used for synchronous learning.

The master trainers will return to their home countries and train at least five more trainers to attend the curriculum validation training. Trainers will provide feedback that will be included in the final report on reviewing and finalizing the training material.

### Training to the modules

#### 1. Health & Hygiene Security Measures

- I. Health & Safety policies in epidemic crises
- II. Risk Assessment and Management

#### 2. Digital literacy

- III. Digital Tools used for epidemic crisis prevention
- IV. Implementation of digital technologies in epidemic crisis
- V. Digital tools for communication media

#### 3. Trustable communication

- VI. External communication: Effective communication with clients
- VII. Internal communication: Effective communication with employees

#### 4. Leading the situation

- VIII. Understanding the impact of safety legislation and policies
- IX. Monitoring compliance with the health & safety legislation and policies
- X. Guiding employees on current health & safety rules



## Comming soon

### **The 4th partners' meeting in Nicosia , Cyprus.**

**The next face-to-face partner meeting is scheduled for January 11-12. On the first day, there will be a management meeting of the partners, during which the current issues of the project will be discussed.**

### **The creation of the ESTour e-learning platform**

**The material of the ESTour blended learning course will be contextualized and translated to partner countries and the final material will be uploaded on the e-platform.**





## ESTour partnership:



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