

03. Training REPS tourist officials to provide correct information to visitors

Unit A/A	ANALYSIS OF THE CONTENT OF SECTIONS	DURATION (HOURS)
1	Customer -centric approach (Need, Understanding, Experience Design)	0,5
2	Effective understanding of visitor wishes <ul style="list-style-type: none"> • Perception of needs • Effective communication • Trying to create a unique experience • Personalized approach 	1
3	Substantial Communication with the visitor <ul style="list-style-type: none"> • Accessible written and spoken communication • Correct and clear guidance • Utilization of modern communication applications 	1
4	Effective communication <ul style="list-style-type: none"> • Object knowledge • Providing improvement suggestions where needed • Record feedback • Service improvement based on customer feedback 	0,5
	TOTAL	3