

07. Acquaintance of employees who come into contact with visitors, with tourism Cyprus to provide correct information

Unit A/A	ANALYSIS OF THE CONTENT OF SECTIONS	DURATION (HOURS)
1	Tourist Cyprus (Mountain, Sea, Sun)	0,5
2	Effective introduction to Cyprus <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