



Action Skills for the job market

Training calendar

Week 1 — Understanding the Labour Market & Job Roles

- **Day 1:** Introduction — overview of job-market demands; why “action skills” matter; module aims & expectations
- **Day 2:** Explore common entry-level job categories (hospitality, service, retail, etc.) — what types of roles exist; job-matching to personal preferences/skills
- **Day 3:** Deep dive: “hotel / room-attendant / housekeeping” role — tasks, responsibilities, required behaviors (organization, hygiene, time-management) (based on module content)
- **Day 4:** Deep dive: “service / waiter / server / front-line hospitality” role — tasks, guest interaction, communication, teamwork, multitasking under pressure
- **Day 5:** Self-assessment & reflection: Which roles suit me? Which skills do I already have, which need development? Set personal goals for skill-building

Week 2 — Core “Action / Soft / Employability” Skills

- **Day 1:** Time management & work-pace planning — handling shift work, efficiency, routines, prioritization
- **Day 2:** Personal discipline, reliability & professional attitude — punctuality, responsibility, consistency
- **Day 3:** Communication & customer service skills — polite interaction, clarity, professionalism, empathy, handling requests
- **Day 4:** Teamwork & collaboration — working with colleagues, coordination between roles (housekeeping, reception, kitchen, etc.), flexibility, support
- **Day 5:** Physical work readiness & safety/hygiene awareness — ergonomics, workplace safety, hygiene protocols, physical health (especially for physically demanding jobs)

Week 3 — Practical Simulations & Role-Play

- **Day 1:** Simulation: Housekeeping shift — planning tasks, time allocation, “cleaning rounds” under time constraints
- **Day 2:** Simulation: Hospitality service shift — guest interaction, order taking / service / payment / cleanup under realistic “rush-hour” pressure
- **Day 3:** Simulation: Teamwork shift — coordinating with others (housekeeping + reception / kitchen / service), communication, role handoffs, problem-solving

- **Day 4:** Customer-service scenarios — dealing with common guest issues/requests, complaint handling, polite conflict resolution
- **Day 5:** Reflection & feedback — review of simulations, group discussion, lessons learned, personal action plan

Week 4 — Preparing for Real-World Employment & Job Search Readiness

- **Day 1:** Translating skills into CV / job application — how to present “action skills” and practical experience for entry-level service/hospitality jobs
- **Day 2:** Job-search strategies for service / hospitality / entry-level jobs — where to look, how to approach employers, what to emphasise (soft skills, flexibility, reliability)
- **Day 3:** Interview prep — typical questions for service/hospitality jobs; how to highlight soft and action skills; role-play job interview
- **Day 4:** Work-life expectations & workplace behaviour — shift work, workpace, workplace norms, ethics, professionalism, career planning
- **Day 5:** Final assessment & personal roadmap — strengths, areas to develop, next-steps, employability plan

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