



Action Skills for the job market

Training calendar

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or the European Education and Culture Executive Agency (EACEA). Neither the European Union nor EACEA can be held responsible for them.



Co-funded by
the European Union

PROJECT NUMBER 2022-2-EL02-KA220-YOU-000100001

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, work-pace, workplace norms, ethics, professionalism, career planning
- **Day 5:** Final assessment & personal roadmap — strengths, areas to develop, next-steps, employability plan

PARTNERSHIP



ΕΠΙΜΕΛΗΤΗΡΙΟ



PROJECT



Co-funded by
the European Union

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or the European Education and Culture Executive Agency (EACEA). Neither the European Union nor EACEA can be held responsible for them.

PROJECT NUMBER 2022-2-EL02-KA220-YOU-000100001