



**Association of  
Women with  
Social Problems**



**Provided by the RCC Tourism  
Development and Promotion  
Grants Program**



**Association for Local  
Rural Development**



**This project is  
funded by the  
European Union**

**Program: "Support for the Implementation of Triple RCC Tourism in  
SEE: Promotion, Policy and Pilot Grant Work Program"**

**Training: " Appropriate behaviour with clients ".**

**ONLINE ON ZOOM**

**Date: 30 June 2020**

**Time 10:00 – 14:00**

<b>Training agenda</b>		
<b>Time</b>	<b>Duration:</b> 4 hours	<b>Participants:</b> Operators, small and large collectors of medicinal plants, administrators of restaurants and inns, representatives of NGOs of the tourist area of Drenova
	<b>Purpose:</b> Training and informing of small and large collection operators of medicinal plants, administrators of restaurants and guesthouses, representatives of NGOs of the tourist area of Drenova with the module "Appropriate behavior with clients."	
<b>10:00 - 10:05</b>	1. Gathering of participants	5 min
<b>10:05 - 10:15</b>	2. Greetings from the Executive Director of SHGPS	10 min
<b>10:15 - 10:25</b>	3. Greetings from Project Manager	10 min
<b>10:25- 10:35</b>	4. Greetings from the Representative of the Regional Directorate of Agriculture	10 min
<b>10:30 - 10:40</b>	5. Introduction, presentation of project objectives	10 min
<b>10:40 - 10:45</b>	6. Completing the questionnaire, preliminary training evaluation	5 min
<b>10:45 - 12:15</b>	<b>7. PART ONE</b> <b>TOPIC:</b> "Appropriate behavior with clients."	90 min

<b>12.15-12.40</b>	8. Coffee break	35min
<b>12:40 - 13:10</b>	9. Group work	30 min
<b>13:10 - 13:35</b>	<b>10. PART TWO</b> <b>TOPIC:</b> "Appropriate behavior with clients". Best experiences of hospitality from the country and the world. Recommendations and free conversation.	25 min
<b>13.35-13.40</b>	11. Completing the questionnaire	5 min
<b>13:40- 13:50</b>	<b>12.</b> Training evaluation	10 min
<b>13:50- 14:00</b>	<b>13.</b> Conclusions and achievements	30 min