

TOUR FRIEND



Guidebook for
basic skills

**"LEARNING TRAINING GUIDE FOR BASIC SKILLS
OF PEOPLE WORKING IN THE FIELD OF TOURISM"**

INTELLECTUAL OUTPUT 2
OF THE *TOUR FR(I)END*
- *FRIENDLY REDESIGN OF INCLUSIVE
EXPERIENCES N' DESTINATIONS
FOR DEAF PEOPLE PROJECT*



The main objective of the “Learning training guide for basic skills of people working in the field of tourism” – or “Accessible tourism for deaf and hard of hearing people” – is to introduce deaf and hard of hearing young people into the world of tourism.

And to strengthen the basic skills and competences of those people dealing with them, in tourism as well as in the youth field.

Since it is evident that a tourist service happens only when an interaction is held and therefore it is necessary that both sides are able to communicate each other, in any way.

Released as the intellectual output 2 of the Erasmus+ “TOUR FR(I)END” Strategic Partnership project, this guide focuses on tourism in Europe as well as in Belgium, Cyprus, France, Greece and Italy, which are the Countries of the project partners.

It starts with an introduction about the main features and types, including an overview of categories of enterprises and of different career opportunities, and continues with a detailed description of the main strategies and actions targeted to the accessibility of deaf and hard of hearing people, either in the public or private sector.

While the last section offers about 40 examples of specific dialogues between people working in the field of tourism in custom service positions and tourists.

Many of which will be exploited and used for the next intellectual outputs of the project, including a “serious” game that will be half physical and half digital.



TOUR FRIEND

STAY TUNED FOR:



Sign Language
Guide



Guidebook for
trainers



Serious
Phygital Game

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