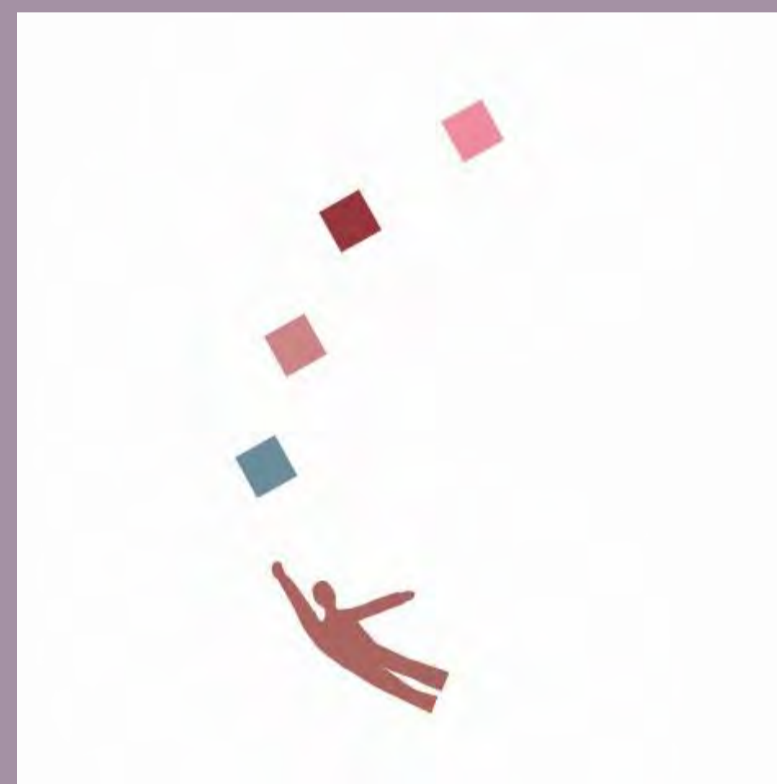


## ABSTRACT | SUMMARY

The learning activity was initiated by the Austrian Labour Market Service and the SÖB Top-Lokal in Vienna, Austria.



## RATIONALE | BACKGROUND

The learning activity within the scope of the VITA project took place during 3 months with self-assessment, interviews, discussions, workshops, training. Assessments took place before and after the learning activity.

## TARGETGROUP | CONTEXT

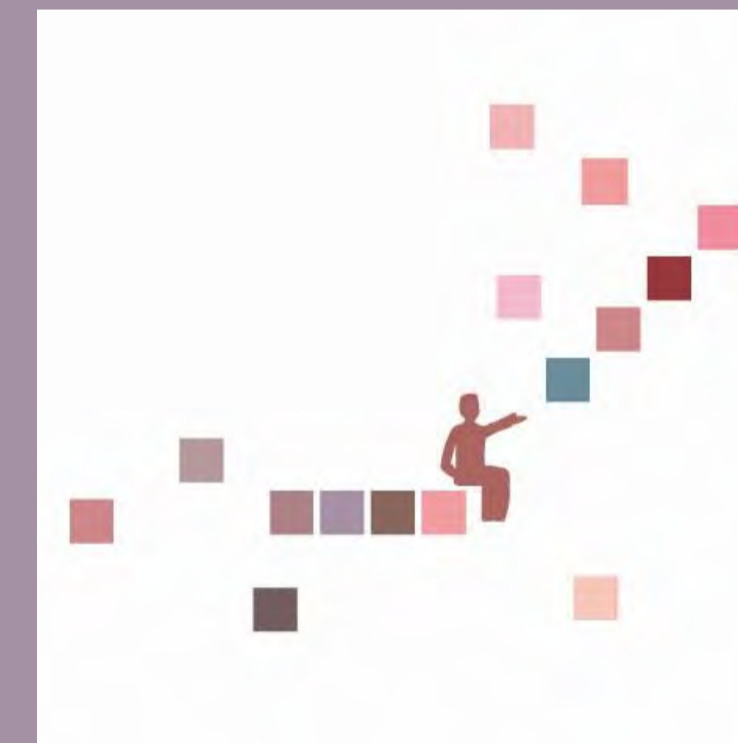
The target group of the learning activity were long-term unemployed persons who partly already worked in a hotel and restaurant industry before. Ages ranged from 23-40 years, 1 male and 5 female. Customer orientation was chosen to help them to find a new job.

## OBJECTIVES

- to support long-term unemployed persons in Austria;
- to support them in finding new jobs;
- to support them in acquiring new attitudes, knowledge and skills;
- to organise a training on “customer orientation”.

## INFORMAL LEARNING ACTIVITIES

Two self-assessments and a workshop regarding customer orientation including SÖB Top-Lokal activities (ordering food and drinks, preparing meals, serving the food to the customers by supervision of professional cooks and front-of-house staff) were carried out.



## EVALUATION

The grids were filled in for six persons and two trainers evaluated the learning activity too. The evaluation was conducted via observations, reflections and interviews too.



## RESULTS

The results are of high importance, since it has been achieved a positive change in knowledge, skills and attitudes and they were documented in the LEVEL5 grids for certificates. A strong ground has been made for a big change and gained tools and improvement is guaranteed.