



**Lifelong Learning Programme | Leonardo da Vinci Transfer of Innovation
Project 2012-1-PT1-LEO05-11221 “Welcome – Language for Hospitality”
Second Project Meeting | UK Northern Ireland, 19th and 20th September 2013**

Partners present:

Centro Europeu de Línguas. John Walker, Paula Cipriano

Instituto San Fernando. Patricia Downey

AFEC: Virginie Boutier, Carine Annette

Foyle International: Bronagh Fikri

JDWP: João Pinto

Reino Informático: Carlos Reino

1st day -19th Sep. 2013 (morning session)

01. Preparation for the interim report

- [30th September](#) deadline to deliver the interim report

- Main objectives:

Materials: what can we have ready by the first week of October?

Report: collecting information so we can deliver the report by [30.09.2013](#)

The partners received a copy of the report form in order to know what we need to deliver by [30th September](#).

3 work packages

WP 1 complete and validated by several hotels and restaurants in each country.

WP2 hotel material almost complete, restaurant material in progress.

WP3 Peripherals - grammar, vocabulary, local facts and culture; links between the platform and the user: in progress.

According with the Application

WP1 should have been finished in Feb 2013

WP2 we are not late yet, it is supposed to be finished [on 31.10.2013](#)

WP3 [01.11.2013 - 28.02.2014](#)

What we have already from each partner:

WP1



Who validated the course Programme?

National, internacional, vet organisations, local organisations, etc

In Portugal:

- Hotel Ritz
- Hotel Sheraton
- Hotéis Real
- vocational training centre in Castelo Branco
- Penha Longa resort
- Portuguese association of travel agencies And tourism
- ESHTE

Ireland

- Tower hotel
- City hotel - they reintegrate people who find it hard to get a job. They have courses and work placements there, supported by the government (Departament of Employment and Learning)
- manager of Brandon Duddy group (major regional hospitality operator)

France

- Institut Rural de Veyres (enotourism)
- Afec
- Novotel in Bordeaux

Spain

- Escuela de Hotelaria de Sevilla
- Hotel Playa Victoria
- Hotel SPA Senator Cadiz

WP2

CEL have the English version of hotel material finished and validated by ESHTE. It has +/- 40 pages of MS Word text.

We are working on the PT version, we have 4 units completed and will have it finished by [4th October](#).

ISF

Have finished unit 5 and will have everything by the end of next week.



Patricia will check it with a colleague who is expert in grammar. They'll send it to ESHTe to be validated by 04.10

ESHTe

Edite is going to validate the information sent by Patricia till 04.10 as well as the other versions

AFEC

They have it adapted into French but they need to check the grammar and adapt it
They'll finish next week and send to ESHTe for validation by 04.10

FOYLE

English restaurant will be finished and sent to ESHTe to be validated by 04.10

Ana will validate the English version of the restaurant material in 10 days.

The idea is to have the French, Portuguese and Spanish versions ready by early December 2013

WP3

12 grammar links until now

When partners are preparing their national versions, they need to remember to change some of the grammar examples: it is NOT a translation

For example, Grammar link 2 needs to be changed as it is peculiar to English.

local facts and culture

Ana will check the hotel classification systems in each of the countries.

But partners will check the legal information in their countries. This is part of WP3 and we are still on time.

There are many links from LF that are useful for the Welcome project. We just need to copy/paste and then adapt to the context of the hospitality sector.

LFC8 - should be translated in all the languages of the project. We need to translate each others' local attractions.



1st day -19th Sep. 2013 (afternoon session)

02. Technical issues related to language

Unit 1 Activity 1

Ex do grammar 1, em francês adaptar completamente para “voici/voilà”

Unit 1 Activity 3

In French version, the student will have 2 or 3 options and will have to choose the correct one. João confirmed that we can have different activities in each language; every language will have a platform and it is possible to have different types of exercises in each version.

The grammar link will explain the same things that the other languages explain and will reinforce that in French it is different (for example, the 3 groups of verbs)

Unit 1 Activity 4

In the Portuguese and Spanish versions the exercise will be more an exercise with verb "ter", for example “utilização de tem e têm”

Unit 1 Activity 5 - Grammar link 5

Rules of the order in which the adjectives should come

The different exercises will only happen in grammar section.

Unit 4, activity 3

"Vou pedir"

The layout needs to be changed

The new one is an App that is already prepared for e-learning; it is responsive and the content adapts itself according to the size of the device, therefore can be used on PCs and mobile devices.

New layout will be ready by the end of next week

NEW WEBSITE: João is going to create user names for the partners and for the Portuguese NA



03. Technical issues related to the platform

2 levels of course will be created

Free content - hotel / restaurant

Premium content - hotel / restaurant

Everything that involves a direct contact with a teacher, that demands a reply or some form of accompanying support has a cost, and will therefore be exclusive for premium users.

Nevertheless, access to all of the learning material will always be free.

Welcome Net is going to be deleted as nobody is using it.

We will keep the dropbox as a way to share documents between the partnership and also with the NA, for whom a user name and password will be created for the interim report.

Structure for the Dropbox:

- images (logos - partners+ silent partners- , maps, vídeos, Photos, Welcome App)
- interim report
- meetings (1st meeting Lisbon) + (2nd meeting Derry)
- Welcome site

EN - WP1 / WP2/WP3/WP4/WP5/WP6 (dissemination)

PT - WP1 / WP2/WP3/WP4/WP5/WP6

SP- WP1 / WP2/WP3/WP4/WP5/WP6

FR - WP1 / WP2/WP3/WP4/WP5/WP6

- original documents (Application, Budget, Reports etc)

We need to have maps of our own cities (Lisbon, Bordeaux and Sevilha) - we have already from Derry

04. Dissemination

- end users (students, workers)
- decision makers (VET schools, language schools, mobility promoters)
- stakeholders (hotels, employer's associations, trade unions, tourist boards, careers advice)

DONE

- broad validation (16 organisations so far)



- we have created tremendous expectation
- website (1 or 2 demos in English and the course structure in the English version) and sharing buttons (social networks)

TO DO - QR Code

- social networks - facebook + linkedin+Twitter + Google+
- Rede T - we need to create an Account - October 2013
- Investigadores de Turismo - facebook group - October 2013
- “teaser” dissemination e-mail (late October)
- links website with info on the project
- Open door activity (only at the very end of the project)
- Do not disturb flyer
- reserved table flyer
- journals where we can send information about this project
- launch event

An extension will be requested to the NA, because of the event promoted by ESHTe that will occur in October 2014

- Accreditation agencies
- ADAM

2nd Day 20th Sept. 2013 (morning session)

05. Interim report: talking the partners through the pages of the report

NB: The expenses of this meeting are not eligible for the interim report as the meeting is after 31st August 2013

E.1.consortium meetings

Meeting in Lisbon

F.1.

We decided to use dropbox

Percentage of the work completed

WP1 -100%

WP2 - 60%

WP3 - 25%

WP6 - 25%

Nuance

Loquendo

Partners are going to check if they have a representative in their countries, find out how much it costs and get a licence for using it.

F.2. Future activities

Will be described according to the original application

CHANGES:

Ask for a possible change (to the dates) for reasons exclusively connected with the dissemination event in October

F.3.1. RESULTS

- Programmes

F.3.2. WP'S

WP1 will be in F.3.1 as it is concluded

Here John will insert information about the other WP's using some information from the application

WP3 will have links, vocabulary glossary (ESHTE are going to create it for both professions with photos), establishment of Skype links, email links,

G. Dissemination and exploitation

What have we done so far:

- validation - 16 organisations

- created expectation

- website with demos



- sharing buttons
- abstracts for conferences
- ADAM information
- links to our websites
- FOYLE - promoted it in April, 9 px, in Poland
- FOYLE - [17th May](#), 6 px stakeholders and potential end users

They will send us a list with date, type of stakeholders, place, etc.

Ana wrote an abstract for a conference in the USA.

The website has Google analytics which will allow us to track the visitors of the website, their origin, what do they do in it, and their behaviour in the website.

Partners will upload the emails from the organisations that validated the WP1, as evidence for the NA

Reasons for creating a self-learning platform

- not beginner level
- shift workers
- geographical isolation
- quick reference at work

H.2. TARGET GROUPS

- target groups/ end users (students/ workers/ language teachers)
- educational structures (language schools/ VET providers/ universities/ mobility operators)
- sector representatives (hotels and restaurants/ associations/ trade unions)
- VET policy and decision makers (accreditation/ tourist boards)

- language teachers in contact with this project so far:

cel-3

ESHTE- 4

Afec-1

FOYLE - 1

ISF - 2

End users: FOYLE 2

FOYLE has contacted the Northern Ireland tourist board

ESHTE: APAVT



I. LESSONS LEARNED

Decision not to use the Welcome NET but to use dropbox

João will delete Welcome.net by Monday

J. ANNEXES TO THE REPORT

- tangible results: dropbox and website

Carlos has created an access for NA

- website- silent partners, description of the project, partners, etc

Second day 20th Sept. 2013 (morning session)

K FINANCIAL REPORT

Partners put forward their questions and doubts about the financial information eligible for the interim report.

06. Third Meeting

The dates for the 3rd meeting in Sevilla at ISF were determined for 5th and 6th June 2014.

07. How do we feel about the project right now?

Partners were asked to express their feelings under the following two topics:

I now feel more confident about this project because....

I am concerned about....

Carlos is more confident today as he has time to make the IT part of the project work of time

He's not concerned about any issues just now.

João is confident from the beginning as he's working with experienced and trustworthy people

He is concerned because there might be a lot of changes after WP4

Patricia wants to have material to start dissemination, she is anxious to see something palpable



Virginie: time goes by very fast...

Bronagh: the end-users feel this may help them to become more international
She is concerned about dedicating the time to getting it finished

Carine is confident because of the quality of the final products (which looks good)

Ana: we now know what to do next, until the end of the project.
She is concerned about the work with the launch event

The meeting closed at 18h00.