



Association of Employers of Slovenia
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Participation at the conference is free of charge. Registration is required.

Register at: www.zds.si/izobrazevanje/

About the project: www.zds.si/en/projects/tourism/



Conference is organised in the frame of the project »Tourism is people: Working together for strong Social Dialogue in the Tourism and Hospitality Sector«, which is financially supported by the European Union.



Conference

TOGETHER TOWARDS BETTER PERFORMANCE IN THE HOSPITALITY AND TOURISM SECTOR

TUESDAY, 8.11.2016, AT 10:00
Grand Hotel Union (Modri salon),
Miklošičeva 1, Ljubljana

Dear Sir/Madame,

The Association of Employers of Slovenia, the leading partner of the project »Tourism is people«, together with partner organizations, invites you at the end of the project to international conference entitled

*Together towards better
performance in the hospitality and
tourism sector*

The conference will present the aspects of various experts on the situation in the Tourism and Hospitality Sector as well as the challenges for the future. The event will be an opportunity to express your opinions and expose the dilemmas you face in daily operation and for a fruitful exchange of experience and good practice.

We look forward to your presence at the conference.
na konferenci.

Programme

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| 10:00 – 10:05 | Welcome
<i>Jože Smole, Association of Employers of Slovenia</i> |
| 10:05 – 10:15 | About the »Tourism is people« project
<i>mag. Maja Skorupan, Association of Employers of Slovenia</i> |
| 10:15 – 10:30 | Sharing Economy: European Tourism and Hospitality Sector Social Partners' perspective
<i>Kerstin Howald, European Federation of Food, Agriculture and Tourism Workers</i> |
| 10:30 – 11:00 | View on the development of Social Dialogue in Slovenia
<i>Anže Hiršl, Association of Employers of Slovenia</i>
<i>Karmen Leban, Slovenian Trade Union for Hospitality and Tourism Sector</i> |
| 11:00 – 11:20 | Employer's perspective on the recruitment of workers in the Tourism and Hospitality Sector
<i>Igor Škrinjar, Sava Turizem d.d.</i> |
| 11:20 – 11:50 | Coffee break |
| 11:50 – 12:05 | Measures to increase employability in the Tourism and Hospitality Sector
<i>mag. Jure Snoj, The Employment Service of Slovenia</i> |
| 12:05 – 12:35 | What can social partners do in order to make tips an effective tool for the improvement of services in the Tourism and Hospitality Sector?
<i>dr. Andrej Raspor, CEATM ORG</i> |
| 12:35 – 13:20 | Difficult clients and other counterparts – how to cope with them at work in the Tourism and Hospitality Sector?
<i>dr. Željko Čurić, O.K. Consulting d.o.o.</i> |
| 13:20 – 13:30 | Conclusions |