

## Guide for Observing Travel and Leisure Details

In the ECVET Enterprise project our tourism interns practiced observation as a method to achieve the Learning Outcomes in a practical way. Guided observation makes meaningful connections between theoretical studies and reality. Being away from home may sharpen one's eye to notice the different ways around you, or vice versa – one could be too busy with managing his/her everyday life. To help the interns pay professional attention to tourism matters, Observation Guide was written.

The items of the Observation Guide are based on talks with tourism teachers and students before, during and after the internship. Also, the feedback by students and teachers after giving and reading the reports is taken into account.

To find the relevant information, the interns were encouraged to discover the city on his/her own, have short interviews with his/her colleagues at work, and visit the local Tourist Information Centre.

Observing the new city in a professional way would widen the intern's knowledge and give an extra value to his/her individual learning process.

### 1. Travel and Leisure

- 1.1 What are the tourist gates in your city?  
(train links, air flights, coach routes, main highways and roads from...)
- 1.2 Are there any UNESCO world heritage sites in your city (and nearby)?  
(tangible, intangible objects)
- 1.3 Are there any sites awarded with the European Cultural Heritage Label in your city (and nearby)?
- 1.4 What are the city's top attractions for inbound tourists? For domestic tourists?
- 1.5 What are the working hours of local Tourist Information Centre /Visitor Centre?
- 1.6 Where or how do inbound tourists get information beyond TIC working hours?
- 1.7 What are the main types of tourism available in your city (and nearby)?
- 1.8 What are the main annual events in your city (and nearby)?
- 1.9 What types of accommodation are available in your city?  
(range from luxury hotel to economy hostel)
- 1.10 What restaurants, pubs, cafes in your city are popular with tourists and locals?

### 2. Environment

- 2.1. What deeds and details make your city environmentally friendly?
- 2.2 What deeds and details make your host institution environmentally friendly?
- 2.3. Are there any green programmes/services for customers in your host institution?
- 2.4. Are there any innovations in your city and host institution that help the tourists and make their travel and stay more pleasant?

### 3. Local Life

- 3.1 How many inhabitants are there in your city? Is your city in Northern, Southern, Eastern, Western or Central part of the country? Does it belong to 5 biggest cities in the country? Or is it a small city in the country?

- 3.2 What buildings or objects can be called the landmarks of your city?
- 3.3 Are there good public transportation links in your city?  
(city buses, trams, trolley buses, trains, bike rentals, car rentals, etc.)
- 3.4 What is the general ticket system of public transportation?  
(day tickets, week tickets, month passes, quarter passes; discounts; the cheapest means of transport)