



## **Creta Maris & Terra Maris Convention & Golf Resort Investing in People**

In the context of continuous training and retraining of manpower, Creta Maris & Terra Maris Convention & Golf Resort, from the beginning of this year's season, already held a series of educational seminars for all personnel of the resorts and the Convention Centre. The administration of Creta Maris & Terra Maris Convention & Golf Resort, located in Hersonissos, Crete, places particular emphasis and invests in education and training of human resources. The General Manager, Mr. Jörg A. Hauri, stresses the importance of continuous training of employees: «The acquisition of additional knowledge and skills by the employees has two very important objectives. First, it contributes to the smooth and efficient operation of business, to the company's development and ability to provide high quality product and improve its competitiveness. Furthermore, it is very important for personal maturity of the managers and all the employees of the company».

The seminars that have already held regard the following topics and sections:

- Train the Trainers, Seminar for additional training of seminars trainers.
- Communications Skills and Complaints Handling, seminars for the Front Office and Public Relations personnel.
- Selling Techniques, Serving Techniques, HACCP, Wine Training, seminars relating to Food & Beverage Departments.
- Team Building, seminars for the Front Office, F&B, and Housekeeping personnel.
- Risk Management, seminars for the Marketing, &B, and Housekeeping personnel.
- Crisis Management seminars, Opera (computerization program), First Aid, Fire Plans in CM attended by personnel from all departments. With regard to First Aid and Fire Plans, along with the basic training of personnel, there was created a «front line» team, which will follow the second training phase.

The program of seminars will continue throughout the season of this year with topics such as Windows Server 2008, English terminology etc.