



Faculty of Tourism & Hotel Management



Accessible Tourism for All Training **Modules for Service Providers**

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Project Summary

Project Idea:

The lack of disability awareness from Tourism & hospitality staff often creates more annoyance than physical access issues (Bauer, 2018).

The project idea is to deepen the knowledge of the concept of tourism for all and raise the awareness considering the way people with disabilities are treated by designing training modules to enhance the skills and capabilities of service providers.

Project Phases:

- **Phase 1:** Identifying different types of impairments and other access needs: physical, sensorial, mental and hidden disabilities.
- **Phase 2:** Identifying barriers and problems related to tourists with different disabilities and/or other specific access needs (review of proceeding studies)
- **Phase 3:** Identifying what are the expectations of customers with disabilities and the general rules to interact with customers with disabilities and/or other specific access requirements. (survey with customers with disabilities)



- **Phase 4:** Designing training modules include etiquette for dealing with customers with different types of impairments and defining the training will concern who?

Project Aim:

Designing training modules for tourism services providers (accommodation, restaurant attractions and airport) to equip them with the necessary skills and knowledge to serve tourists with disabilities.

Project Methodology:

- Semi-structured interviews with tourism experts to assess the current status of accessible tourism training programs in the Egyptian tourism sector, and detect the steps taken to minimize the barriers facing Accessible Tourism.
- Questionnaires to evaluate the travel and tourism staff attitudes towards people with disabilities. These were distributed on a sample of Egyptian tourists with different types and grades of disabilities.

Project Outcomes:

Training modules on serving people with disabilities was given by Faculty of Tourism & Hotel Management

Module 1	General Overview: Impairments, Disability, and Access Needs
Module 2	Access requirements, barriers and problems in Accommodation services
Module 3	Access requirements, barriers and problems in Travel Agencies
Module 4	General Overview: Serving customers with specific access requirements
Module 5	Serving customers specific access requirements in Accommodation Services
Module 6	Serving customers specific access requirements in Travel Agencies
Module 7	Serving customers specific access requirements in Airports