

E-learning Platform Course Attendance Guide

This guide describes the process of attending courses on the Grecotel e-learning platform. The educational philosophy is based on two levels: Core Mandatory Training and Optional Courses Library. The platform is available in 7, while courses are offered languages in Greek and English.

1. Core Mandatory Training

i. Mandatory Courses

Upon user registration on the platform, enrollment in mandatory courses is performed automatically. These courses are essential for completing basic training and must be finished before arrival at the hotel.

The process is as follows:

- Upon first login, mandatory courses appear in the user profile under the column "My courses"
- The trainee follows and completes the courses according to the instructions
- Progress is automatically recorded in the system

ii. Content Acknowledgement & Acceptance

Mandatory courses include a special category titled "Content Acknowledgement & Acceptance".

These courses do not have an educational character. The user is asked to read the content and, by enrolling in them, declares full acceptance of the terms and content presented.

Important:

- Enrollment in the course is equivalent to acceptance
- No completion of activities is required
- Careful reading of the content is recommended

Important Note: Enrollment Check for Mandatory Courses

Although enrollment in mandatory courses occurs automatically upon user registration on the platform, it is the trainee's responsibility to confirm that they have successfully enrolled in all prescribed courses.

The following categories and corresponding mandatory courses are listed:

Category	Course	Department
New Employee Induction - Hotels	Property Induction & Culture Guide	All employees
Mandatory Compliance Training	Using the Digital Work Card & Code of Conduct and Safety	All employees
Consent & Content Acceptance	Internal Work Regulations	All employees
Consent & Content Acceptance	Workplace Harassment Policy	All employees
Consent & Content Acceptance	Sustainability Policy	All employees
Consent & Content Acceptance	Introduction to GDPR - Data Protection and Privacy	All employees
Excellence in Service and Guest Experience	Handling Challenges and Service Recovery	All employees
Excellence in Service and Guest Experience	Service Excellence & Guest Experience	All employees
Personal Skills Development	Collaboration, Communication and Respect in the Workplace	All employees

Personal Skills Development	Time and Stress Management - Adaptability	All employees
Functional Standards Training per Dept.	Front Office - Basic Principles	Front Office
Functional Standards Training per Dept.	Food and Beverage Service – Basic Principles	Food & Beverage
Functional Standards Training per Dept.	Food and Beverage Kitchen – Basic Principles	Kitchen
Functional Standards Training per Dept.	Housekeeping - Basic Principles	Housekeeping
Functional Standards Training per Dept.	Grecoland - Basic Principles	Grecoland
Functional Standards Training per Dept.	Spa - Basic Principles	Spa

What the trainee must do:

- Check that all mandatory courses appear in their profile
- Confirm that they are enrolled in each course category
- Start attendance without delay

In case a course does not appear:

The trainee must proceed with one of the following actions:

- Enroll manually in the course (if this option is available)
- Contact the e-learning team at elarning@grecotel.com
- Inform their immediate supervisor

Important: The non-appearance or non-enrollment in a mandatory course **does not exempt** the trainee from the obligation to complete it.

2. Optional Course Library

- Free choice of courses
- They do not affect mandatory training
- Enhancement of personal development





3. General Instructions

- Regular login to the platform
- Timely completion of courses
- Utilization of the Optional Course Library
- Communication with supervisor for any questions

4. Explanation of Symbols

To facilitate navigation and understanding of how courses function on the e-learning platform, specific symbols are used. These symbols help the trainee immediately recognize the availability, importance, and type of each course.

Symbol & Interpretation

-  Courses that will be available in the near future
-  Courses with restricted access (approval required for enrollment)
-  New courses
-  Important information or sections requiring attention

