

## **Classification of Tourism & Hospitality Jobs in Armenia**

The Tourism Skills & Knowledge Needs Assessment conducted amongst the tourism industry and academic/training institutions identifies skills and knowledge gaps that exist between the tourism industry at present and what is required in a mature and developed tourism destination. It also identifies the skills, knowledge and competencies required of university and training institute staff and lecturers. In order to support the development of world class tourism professionals, the results of the assessment were used to create standard job descriptions for use by the local tourism industry that adhere to international best practices.

The following classification of tourism and hospitality employment in Armenia is based on the major existing subsectors within the industry and their perceived needs. This CAPS sponsored research was conducted in December 2007 and updated in February 2008.

The classification of typical jobs in the tourism and hospitality industry is intended to provide data on the specific tasks that are routinely performed with an understanding of the knowledge required to perform them, based on international best practice. The job descriptions are made available by CAPS both in English and Armenian for the tourism/hospitality industry use.