**Support Needed from Vatel School of Tourism**

At BPN, we place entrepreneurs at the center of everything we do. In partnership with the Mastercard Foundation, we are collaborating with VATEL RWANDA to provide sector-specific support tailored to your needs.

Following the online info-session held on Friday, 22nd August, we would like to better understand your needs that VATEL Rwanda can provide.

We kindly ask you to take a few minutes to complete this short survey. Kindly consider responding to this survey once you have reviewed the VATEL presentation document shared in our last communication. Your input will help us design support that is most relevant and impactful for your business.

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**Section A: Participant Information**

Full Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Organization/Business Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Which areas of the tourism and hospitality sector does your business operate in? *(Select all that apply)*

**Options;**  
☐ Accommodation (e.g., hotels, lodges, guesthouses)  
☐ Food and Beverage (e.g., restaurants, cafes, catering services)  
☐ Tour Operations and Travel Agencies  
☐ Transportation Services (e.g., car rentals, shuttles, airport transfers)  
☐ Attractions and Activities (e.g., cultural experiences, adventure tours)  
☐ Event Management and MICE (Meetings, Incentives, Conferences, Exhibitions)  
☐ Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_

1. Regardless of your background or business focus, which of these general foundational courses from Vatel Rwanda would be most beneficial for your business? Select only one that is most relevant

**General Courses**

☐ Hospitality Today: An Introduction Course

☐ The Lodging and Food Service Industry Course

☐ Quality Sanitation Management Course

☐ Food Safety: Managing with the HACCP System Course

☐ Marketing in the Hospitality Industry Course

☐ Revenue Management Course

☐ Supervision in the Hospitality Industry Course

☐ Understanding Hospitality Law Course

☐ Leadership and Management in the Hospitality Course

1. Which of the following specialised /specific tourism courses would benefit your business?  
    *(Choose one from each category that is relevant to your business )*

**Category 1: For Hospitality Entrepreneurs (Hotels, Restaurants, Cafes, and Bakeries)**

This track equips entrepreneurs with skills to enhance operations, improve service quality, and ensure guest satisfaction:

* Managing Food and Beverage Operations Course
* Managing Housekeeping Operations Course
* Managing Front Office Operations Course
* Hospitality Facilities Management and Design Course
* *Accounting for Hospitality Managers Course*

**Category 2: For Tourism Entrepreneurs (Tour Operators and Travel Agencies)**

This track focuses on destination marketing, customer experience, and effective management of tourism operations:

* Fundamentals of Destination Management & Marketing Course
* The World of Resorts Course
* Managing Service in Food and Beverage Operations Course
* Convention Management and Service Course
* *Accounting for Club Operations Course*

1. What challenges are you currently facing in your business that training from Vatel Rwanda could help address?

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1. How likely are you to enroll yourself or your 1 staff member in a training course offered by Vatel?

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1. What additional support would you like to receive from BPN to strengthen your business in the tourism and hospitality sector?

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**Section B: Webinar Experience**

**AHLEI Info Session – Follow-Up Survey**

1. Did you attend the AHLEI info session?

☐ Yes

☐ No

1. Have you had the chance to review the course details shared during/after the webinar?

☐ Yes

☐ No

☐ Not yet, but I plan to

1. Were there any concerns you had about the program that were not addressed during the webinar?

☐ Yes (please specify)

☐ No

1. Do you have any additional questions or clarifications you would like us to address?

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1. What motivated you (or would motivate you) to enroll in the AHLEI program?

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1. Do you foresee any challenges that may prevent you from enrolling (e.g., cost, time, scheduling)?

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1. Any additional feedback or suggestions?

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**Thank you for sharing your feedback. Your insights will help us design training that truly supports your growth and success in the tourism and hospitality industry.**