

O1: Case-Studies Identification Approach

PART 1: YOUTH WORKING WITH THE TOURISM SECTOR

- Principle 1.** Youth working with the tourism sector in rural areas.
Investigation into collaboration features with local tourism providers.
- Principle 2.** Elaborate on the feasibility of services and connection with the project aim.
- Principle 3.** Foster case study effectiveness by allowing transferability of services/cases to other youth.
- Principle 4.** Use of new technologies in the service provision.

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PART 2a: FINDING 2 RELEVANT CASE-STUDIES FOR YOUTH

1. Each partner needs to identify **2 case-studies** for Youth that make use of the tourism principles
2. Case studies can be found online or through interviewing clients or collaborators. *Note: Local case-studies which are not found online are preferred.*
3. Answer the following questions for each identified case-study:

	Yes	No	Comments
a. Is the tourism service provided by a young person?	X		A young team helps a few older employees and employer.
b. Is the service/product offered in a rural area?		X	
c. Has collaboration been arranged with local service providers? If yes, how is this arranged?	X		
d. Is the service provided as stand-alone or as part of a larger organisation/cooperation?	X		
e. Can the case study be transferred to other sectors?	X		
f. Are new technologies used in the case study?		X	They will in the future.
g. Has the case study/service/product potential to be elaborated?	X		
Total	5	2	

4. What is the total of 'Yes' replies above?
 - **4 or larger** – Case study is appropriate – proceed to Step 5 below
 - **Smaller than 4** – Please find another case-study which better meets the principles and answer the questions again.
5. Fill in the **one page Case Study summary template** (Part 3)

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PART 2b: FINDING 2 RELEVANT CASE-STUDIES FOR SMEs

6. Each partner needs to identify **2 case-studies** for SMEs that make use of the new technologies in their service/product offers.
7. Case studies can be found online or through interviewing clients or collaborators. *Note: Local case-studies which are not found online are preferred.*
8. Answer the following questions for each identified case-study:

	Yes	No	Comments
h. Is the tourism service offered by an SME?	X		
i. Is the service/product offered in a rural area?	X		
j. Have new technologies been used to create this product/service?		X	
k. Are new technologies used in order to provide this service?	X		
l. Can the case study be transferred to other sectors?	X		
m. Are the services being provided as part of a collaborative network? i.e. third-party tourism providers	X		
n. Has the case study/service/product potential to be elaborated?	X		
Total	6	1	

9. What is the total of 'Yes' replies above?
 - **4 or larger** – Case study is appropriate – proceed to Step 5 below
 - **Smaller than 4** – Please find another case-study which better meets the principles and answer the questions again.
10. Fill in the **one page Case Study summary template** (Part 3)

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PART 3: CASE-STUDY SUMMARY TEMPLATE

<i>Partner Name</i>	ALCIDES Hotel/Restaurante	<i>Case Study Number</i> PT04
<i>Case Study Title</i>	ALCIDES	
<i>Sector</i>	Hotel and Restaurant in Ponta Delgada, São Miguel Island	
<i>Problem Background</i>	<p>The hotel and restaurant are situated in a central location in the historic centre of Ponta Delgada, besides the hotel and restaurant, visitors can also use the terrace and local bar.</p> <p>As the service and amenities are based on a traditional setting, the owners are searching for new and innovative ways to attract more customers, namely using new technology and other resources. They have started the process of designing a new concept of tourist information, which directly involves some technological investment.</p>	
<i>Application of tourism principle</i>	<p>Alcides Hotel/Restaurante works majorly with a young team of collaborators. They have a young team that learns and helps a few older and more structural employees.</p> <p>Alcides has also decided to update their technological services, using a provider that also has a young team with innovative and captivating ideas.</p>	
<i>Resulting benefits</i>	The use of young people and technologies to update their services can be a positive step towards the future for the company.	
<i>Source/Reference</i>	Online Interview with the Hotel Director, Pedro Melo.	