




GLADIOLA DONA

HAT, a dream come true *Training young people for the labor* *market, mission 100% achieved*

HAT (Hospitality and Tourism Academy) was a dream of Gladiola Dona, who after studying Tourism abroad, returned to the country and brought on board professional friends who shared the same passion, thus creating a small team. With the passing of time, other members joined the team and the first 4 training courses for tourism business companies and managers were ready to be delivered.

HAT requested support from RisiAlbania in order to be able to achieve the main goal of their projects, namely *"Train young people who do not know how to approach the labor market, whether in Tirana or beyond"*.

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The first collaboration with RisiAlbania began in 2016-2017 on a project related to training and employment actions for 35 young people in the field of hospitality, bar and restaurant services. Course duration varied from 3 to 10 months, depending on the selected course type. This project is followed by the construction of a website that offers online courses, to include all those students who are unable to come and attend the course physically.

"Aiming to reach a larger audience, in 2019, HAT becomes one of the partners in the tourism sectors supported by RisiAlbania to build a professional online platform," says Gladiola.

This platform would serve HAT to launch the first online courses of this kind in Albania.

Gladiola indicates that the course completion period coincided with the closure of facilities due to Covid-19, and the trainees had to attend courses online. Over the years, students from abroad have also received training.

"This was an innovative initiative for Albania, and we were the first to deliver lectures that contained explanatory videos, reading content, illustrative examples, etc."

HAT aimed to increase access to training, especially for young people outside Tirana. The new online courses would help improve the skills required in tourism. HAT grew further with the development of the private market for informal training by supporting innovative programs and teaching methodologies. The project improved skills and increased youth employment. HAT collaborated with one of the world's leading private schools for Hotel and Hospitality Management, the Business and Hotel Management School in Switzerland. This partnership helped young people to further develop their skills and take their career paths to the highest levels.



What does Gladiola consider a success after these collaborations with RisiAlbania?

"The students who participated in our training projects provided in partnership with RisiAlbania, are currently leaders, managers or even sector managers in the hospitality industry. They are the success."

HAT, today, strongly aims to raise the professional level of employees in this field, consumer expectations, and set standards for a contemporary venture.

