



Upskilling workers of SMEs with low Digital intensity

DIGITAL SKILLS ASSESSMENT TOOL FOR THE ACCOMMODATION AND FOOD SERVICE SECTOR



Co-funded by
the European Union



TUS femxa



Authors

Renata **Włoch**

Katarzyna **Śledziowska**

&

Radosław **Klecha**

Małgorzata **Tłomak**

Daniel **Zdrodowski**

This publication received funding from the European Union's Erasmus+ Programme (Grant Agreement No. 2024-1-IT01-KA220-VET-000257034). Views and opinions expressed are those of the authors only and do not necessarily reflect those of the European Union or the granting authority, *Agenzia Nazionale Erasmus+ INAPP (Istituto nazionale per l'analisi delle politiche pubbliche)*. Neither the European Union nor the granting authority can be held responsible for them.



The reuse of this document is authorised under the Creative Commons Attribution - Noncommercial - Sharealike 4.0 International (CC BY-NC-SA 4.0) licence. This license enables reusers to distribute, remix, adapt, and build upon the material in any medium or format for noncommercial purposes only, and only so long as attribution is given to the creator. If reusers remix, adapt, or build upon the material, they must license the modified material under identical terms.

How to cite this report:

Włoch, R., Śledziowska, K., Klecha, R., Tłomak, M., & Zdrodowski, D. (2025). Digital Skills Assessment Tool for the Accommodation and Food Service Sector. Zenodo.

<https://doi.org10.5281/zenodo.16366619>.

Table of Contents

Introduction: What is the Digital Skills Assessment Tool (DSAT) and what is it for?	4
Digital Skills Assessment Tool: Manager Questionnaire	5
KNOWLEDGE	5
Information and data literacy	5
Communication and cooperation	6
Digital content creation	8
Safety	10
Problem solving	11
SKILLS	13
Information and data literacy	13
Communication and cooperation	16
Digital content creation	18
Safety	20
Problem solving	23
ATTITUDES	26
Information and data literacy	26
Communication and cooperation	27
Digital content creation	29
Safety	30
Problem solving	32
Digital Skills Assessment Tool: Frontline Worker Questionnaire	34
KNOWLEDGE	34
Information and data literacy	34
Communication and cooperation	35
Digital content creation	37
Safety	39
Problem solving	40
SKILLS	42
Information and data literacy	42
Communication and cooperation	44
Digital content creation	47
Safety	50
Problem solving	52
Information and data literacy	54
Communication and collaboration	56
Digital content creation	57

Safety	59
Problem solving	61
Digital Skills Assessment Tool: Teacher Questionnaire	62
Information and data literacy	63
Communication and cooperation	64
Digital content creation	66
Safety	67
Problem solving	69
SKILLS	70
Information and data literacy	70
Communication and cooperation	73
Digital content creation	75
Safety	78
Problem solving	80
ATTITUDES	83
Information and data literacy	83
Communication and cooperation	85
Digital content creation	86
Safety	87
Problem solving	89
Digital Skills Assessment Tool: Student Questionnaire	90
KNOWLEDGE	90
Information and data literacy	90
Digital content creation	93
Safety	95
Problem solving	96
SKILLS	98
Information and data literacy	98
Digital content creation	102
Safety	105
Problem solving	107
ATTITUDES	109
Information and data literacy	109
Communication and cooperation	111
Digital content creation	112
Safety	114
Problem solving	115

INTRODUCTION: WHAT IS THE DIGITAL SKILLS ASSESSMENT TOOL (DSAT) AND WHAT IS IT FOR?

The Digital Skills Assessment Tool (DSAT) is a practical, user-friendly diagnostic instrument developed as part of the USMED project to support digital upskilling in the Accommodation and Food (A&F) sector. It is designed to help individuals, vocational educators, and employers—particularly in small and medium-sized enterprises (SMEs)—identify digital competence gaps and tailor training responses to the specific needs of diverse occupational roles. DSAT was created in response to the sector's uneven digital maturity, high staff turnover, limited access to formal training, and the growing demand for digital tools in service delivery, management, and customer interaction.

DSAT is grounded in the European Digital Competence Framework (DigComp 2.2), but its content and structure are specifically adapted to the work realities of the A&F sector. It focuses on applied, task-oriented competences rather than abstract knowledge, reflecting the need for hands-on digital skills across roles such as kitchen staff, receptionists, restaurant managers, vocational students, and trainers. Rather than testing digital proficiency in a formal sense, DSAT functions as a low-threshold, awareness-raising tool that helps users recognize their strengths and development areas in five key competence areas: information and data literacy, communication and collaboration, digital content creation, safety, and problem solving.

The tool is designed for flexible application in various settings: it can be used in initial and continuing vocational education (IVET and CVET), workplace training, onboarding processes, or self-assessment by individuals seeking to upskill. Its short, mobile-friendly format enables use without supervision or advanced infrastructure, making it especially valuable in low-resource or rural environments where formal digital training is often lacking.

By aligning digital skill assessment with real-world A&F scenarios—such as managing online reservations, using digital payment systems, applying basic cybersecurity measures, or communicating via digital platforms—DSAT contributes to more relevant, inclusive, and actionable training design. It also supports educators and employers in mapping training priorities, adapting learning itineraries to specific roles, and monitoring progress over time.

Ultimately, DSAT is a strategic tool for supporting the digital transition of the A&F sector. It promotes greater digital inclusion, enhances workforce readiness, and helps align vocational education and training systems with the evolving demands of digitalised service work.

DIGITAL SKILLS ASSESSMENT TOOL: MANAGER QUESTIONNAIRE

KNOWLEDGE

INFORMATION AND DATA LITERACY

- 1. Do you know what kinds of digital systems can be used to handle bookings (for example, hotel rooms or restaurant tables)?**
 - a. I don't know what digital systems are used for handling bookings.
 - b. I know a little about what these systems are for, but I don't fully know how they work.
 - c. I know what digital systems are used for handling bookings and I can point out the basic benefits.
 - d. I know very well what digital systems are used for handling bookings, I can give an example and explain it to others.

- 2. Do you know what digital tools can help manage staff schedules or monitor working hours?**
 - a. I don't know what tools are used for scheduling or time tracking.
 - b. I know a little about these tools, but I don't fully understand how they work.
 - c. I know what digital tools are used for staff scheduling or time tracking, and I can point to basic benefits.
 - d. I know very well what tools are used for scheduling and time tracking, I can give an example and explain it to others.

- 3. Do you know what digital programs or systems can be used to analyze data collected in your company?**

- a. I don't know what digital programs or systems are used to analyze data.
- b. I know a little about digital programs or systems for analyzing data, but I don't fully know how they are used.
- c. I know what digital programs or systems are used to analyze data and I can point to basic examples.
- d. I know very well what digital programs or systems are used to analyze data, I can give an example and explain it to others.

4. Do you know what dynamic pricing is?

- a. I don't know what dynamic pricing is.
- b. I know a little about what dynamic pricing is, but I don't fully know how it works.
- c. I know what dynamic pricing is and I can point out when it is used.
- d. I know very well what dynamic pricing is, I can give an example and explain it to others.

COMMUNICATION AND COOPERATION

1. Do you know the different features of reservation systems that allow you to communicate with your guest or customer before their arrival?

- a. I don't know the features of reservation systems for communicating with guests or customers.
- b. I know a little about the features of reservation systems for communicating with guests or customers, but I don't fully know how they are used.
- c. I know the features of reservation systems for communicating with guests or customers and I can point out the basic applications.

- d. I know very well the features of reservation systems for communicating with guests or customers, I can give an example and explain it to others.

2. Do you know what are the advantages of using internal communication platforms (for example, Slack, WhatsApp, Microsoft Teams, Google Chat) in a hotel and/or restaurant?

- a. I don't know the advantages of internal communication platforms.
- b. I know a little about the advantages of internal communication platforms, but I don't fully know what they are.
- c. I know the advantages of internal communication platforms and I can point out the basic benefits.
- d. I know very well the advantages of internal communication platforms, I can give an example and explain them to others.

3. Do you know how to ensure consistency of messages sent to guests or customers by different employees?

- a. I don't know how to ensure consistency of messages sent to customers.
- b. I know a little about how to ensure consistency of messages sent to customers, but I don't fully know how to do it.
- c. I know how to ensure consistency of messages sent to customers and I can apply basic principles on my own.
- d. I know very well how to ensure consistency of messages sent to customers, I can give an example and explain it to others.

4. Do you know tools for monitoring company mentions on the Internet?

- a. I don't know tools for monitoring company mentions on the Internet.
- b. I know a little about tools for monitoring company mentions on the Internet, but I don't fully know how they work.
- c. I know tools for monitoring company mentions on the Internet and I can point to basic examples.
- d. I know very well tools for monitoring company mentions on the Internet, I can give an example and explain how to use them.

DIGITAL CONTENT CREATION

1. Do you know what content positioning is (for example, in search engines or on websites)?

- a. I don't know what content positioning is.
- b. I know a little about what content positioning is, but I don't fully know how it works.
- c. I know what content positioning is and I can apply the basic principles on my own.
- d. I know very well what content positioning is, I can give an example and explain it to others.

2. Do you know how to manage the online reputation of your company (for example, a hotel or restaurant)?

- a. I don't know how to manage the online reputation of my company.
- b. I know a little about how to manage the online reputation of my company, but I need help to understand it properly.
- c. I know how to manage the online reputation of my company and I can do it on my own.

- d. I know very well how to manage the online reputation of my company and I can explain to others how to do it.

3. Do you know how customer reviews (for example, on Google Maps, TripAdvisor) can be analyzed to improve services?

- a. I don't know how customer reviews can be analyzed to improve services.
- b. I know a little about how customer reviews can be analyzed, but I don't fully know what conclusions can be drawn.
- c. I know how to analyze customer reviews and I can point out basic conclusions.
- d. I know very well how to analyze customer reviews, I can give an example and explain it to others.

4. Do you know why information about a hotel and/or restaurant should differ depending on the social media platform (for example, TikTok, Facebook, LinkedIn)?

- a. I don't know why information should differ across social media.
- b. I know a little about why information should differ across social media, but I need help to understand it properly.
- c. I know why information should differ across social media and I can point out the basic reasons.
- d. I know very well why information should differ across social media, I can give an example and explain it to others.

SAFETY

1. Do you know how to recognize fraud attempts on the Internet (for example, scams involving personal data or money)?

- a. I don't know how to recognize fraud attempts on the Internet.
- b. I know a little about how to recognize fraud attempts on the Internet, but I don't fully know how to spot them.
- c. I know how to recognize fraud attempts on the Internet and I can point to basic examples.
- d. I know very well how to recognize fraud attempts on the Internet, I can give an example and explain it to others.

2. Do you know how to ensure guest or customer privacy when sending messages (for example, e-mail or SMS) confirming a reservation?

- a. I don't know how to ensure guest or customer privacy when sending reservation confirmations.
- b. I know a little about how to ensure guest or customer privacy in messages, but I need help to do it correctly.
- c. I know how to ensure guest or customer privacy and I can avoid common mistakes.
- d. I know very well how to ensure guest or customer privacy, I can give an example and explain it to others.

3. Do you know how to safely store documents containing guest or customer data?

- a. I don't know how to safely store documents containing guest or customer data.

- b. I know a little about how to safely store documents containing guest or customer data, but I don't fully know the correct procedures.
- c. I know how to safely store documents containing guest or customer data and I can do it on my own.
- d. I know very well how to safely store documents containing guest or customer data, I can give an example and explain it to others.

4. Do you know what data can be used to analyze communication without violating legal restrictions (for example, GDPR)?

- a. I don't know what data can be used to analyze communication without violating legal restrictions.
- b. I know a little about what data can be used, but I don't fully know how to stay within legal limits.
- c. I know what data can be used legally for analyzing communication and how to avoid violations.
- d. I know very well what data can be used legally for analyzing communication, I can give an example and explain it to others.

PROBLEM SOLVING

1. Do you know what risks are associated with the use of artificial intelligence in the catering and/or hotel industry (for example, incorrect system decisions, privacy breach)?

- a. I don't know what risks are associated with the use of artificial intelligence.
- b. I know a little about the risks associated with the use of artificial intelligence, but I don't fully understand them.

- c. I know the main risks associated with the use of artificial intelligence and I understand their consequences.
- d. I know the risks associated with the use of artificial intelligence very well, I can give an example and explain their consequences to others.

2. Do you know how to communicate online with your team when you need to quickly find a solution to a problem?

- a. I don't know how to communicate online with my team when I need to quickly find a solution to a problem.
- b. I know a little about how to communicate online with my team in urgent situations, but I don't fully know how to do it properly.
- c. I know how to communicate online with my team in emergency situations and I can do it effectively on my own.
- d. I know very well how to communicate online with my team in emergency situations, and I can explain how to do it to others.

3. Do you know how digital tools can support decision-making related to customer service (for example, reservation management)?

- a. I don't know how digital tools can support decision-making related to customer service.
- b. I know a little about how digital tools can support decision-making, but I don't fully know how they work.
- c. I know how digital tools can support decision-making and I can point to basic examples.
- d. I know very well how digital tools can support decision-making, I can give an example and explain it to others.

4. Do you know how to determine which operational activities in your company can be automated using digital systems?

- a. I don't know how to determine which operational activities can be automated using digital systems.
- b. I know a little about which operational activities can be automated, but I don't fully know how to identify them.
- c. I know how to determine which operational activities can be automated and I can give examples.
- d. I know very well how to determine which operational activities can be automated, I can give examples and explain it to others.

SKILLS

INFORMATION AND DATA LITERACY

1. Can you search for information about suppliers and compare their offers to choose the best one?

- a. I can't search for information about suppliers and compare their offers.
- b. I can search for information and compare offers a little, but I need help to do it properly.
- c. I can search for information about suppliers and compare their offers on my own.
- d. I can search for information about suppliers and compare their offers very well, and I can explain to others how to do it.

2. Can you use spreadsheets to organize data related to everyday work in a hotel or restaurant (like schedules, shopping lists, or reservations)?

- a. I can't use spreadsheets to organize data.
- b. I can use spreadsheets a little, but I need help to do it properly.
- c. I can use spreadsheets to organize data on my own.
- d. I can use spreadsheets to organize data very well, and I can explain to others how to do it.

3. Can you download the daily report from the IT system (like sales, reservations, or warehouse reports)?

- a. I can't download the daily report from the IT system.
- b. I can download the daily report a little, but I need help to do it properly.
- c. I can download the daily report from the IT system on my own.
- d. I can download the daily report from the IT system very well, and I can explain to others how to do it.

4. Can you use online training materials about systems used in the hotel or catering industry (like POS or ORS systems)?

- a. I can't use online training materials about systems used in the hotel and catering industry.
- b. I can use online training materials a little, but I need help to do it properly.
- c. I can use online training materials and find the information I need on my own.
- d. I can use online training materials very well, and I can explain to others how to do it.

5. Can you analyze data from IT systems (like staff turnover, inventory, table or room occupancy, or marketing data) to improve how your company works?

- a. I can't analyze data from IT systems.
- b. I can analyze data a little, but I need help to do it properly.
- c. I can analyze data from IT systems and draw basic conclusions on my own.
- d. I can analyze data from IT systems very well, and I can explain to others how to do it.

6. Can you prepare a short digital report or summary (for example, to present basic data to your team or supervisor)?

- a. I can't prepare a digital report or summary.
- b. I can prepare a report or summary a little, but I need help to do it properly.
- c. I can prepare a short digital report or summary on my own.
- d. I can prepare a digital report or summary very well, and I can explain to others how to do it

7. Can you plan the implementation of new digital technology, tools, or systems (like a table reservation app) at your workplace?

- a. I can't plan the implementation of new digital technology, tools, or systems.
- b. I can plan the implementation a little, but I need help to do it properly.
- c. I can plan the implementation of new digital technology and define the basic stages on my own.
- d. I can plan the implementation of new digital technology very well, and I can explain to others how to do it.

COMMUNICATION AND COOPERATION

1. Can you respond professionally to company customer reviews (like on Google Reviews, Maps, or TripAdvisor)?

- a. I can't respond professionally to company customer reviews.
- b. I can respond to customer reviews a little, but I need help to do it properly.
- c. I can respond professionally to company customer reviews on my own.
- d. I can respond professionally to company customer reviews very well, and I can explain to others how to do it.

2. Can you organize an online meeting with hotel or restaurant employees?

- a. I can't organize an online meeting with hotel or restaurant employees.
- b. I can organize online meetings a little, but I need help to do it properly.
- c. I can organize an online meeting with hotel or restaurant employees on my own.
- d. I can organize an online meeting very well, and I can explain to others how to do it.

3. Can you assign tasks to employees in project management IT systems?

- a. I can't assign tasks to employees in project management IT systems.
- b. I can assign tasks a little, but I need help to do it properly.
- c. I can assign tasks to employees in project management IT systems on my own.
- d. I can assign tasks to employees very well, and I can explain to others how to do it.

4. Can you write to a guest or customer via a booking platform (like Booking or Expedia)?

- a. I can't write to a guest via a booking platform.
- b. I can write to guests via booking platforms a little, but I need help to do it properly.
- c. I can write to a guest via a booking platform on my own.
- d. I can write to a guest via a booking platform very well, and I can explain to others how to do it.

5. Can you manage the work of your team using digital tools?

- a. I can't manage team work using digital tools
- b. I can manage team work using digital tools a little, but I need help to do it properly.
- c. I can manage team work using digital tools on my own.
- d. I can manage team work using digital tools very well, and I can explain to others how to do it.

6. Can you clearly communicate tasks and expectations to your team using digital tools (like messaging apps, email, or planning software)?

- a. I can't clearly communicate tasks and expectations to my team using digital tools.
- b. I can clearly communicate tasks and expectations to my team using digital tools a little, but I need help to do it properly.
- c. I can clearly communicate tasks and expectations to my team using digital tools on my own.
- d. I can clearly communicate tasks and expectations to my team using digital tools very well, and I can explain to others how to do it.

7. Can you work or cooperate with external partners (like service providers or PR agencies) via digital platforms?

- a. I can't work or cooperate with external partners via digital platforms.
- b. I can work or cooperate with external partners via digital platforms a little, but I need help to do it properly.
- c. I can work or cooperate with external partners via digital platforms on my own.
- d. I can work or cooperate with external partners via digital platforms very well and I can explain to others how to do it.

DIGITAL CONTENT CREATION

1. Can you publish a post promoting an event at a restaurant or hotel on Facebook, Instagram, or TikTok?

- a. I can't publish a post promoting an event at a restaurant or hotel on social media.
- b. I can publish a post promoting an event, but I need help to do it properly.
- c. I can publish a post promoting an event at a restaurant or hotel on my own.
- d. I can publish a post promoting an event very well and I can explain how to do it to others.

2. Can you report outdated or incorrect information about your hotel or restaurant on another website (like Google Maps or Booking.com)?

- a. I can't report outdated or incorrect information.

- b. I can report outdated or incorrect information, but I need help to do it properly.
- c. I can report outdated or incorrect information and I can do it on my own.
- d. I can report outdated or incorrect information very well and I can explain how to do it to others.

3. Can you prepare a brief for the graphic team for a promotional campaign?

- a. I can't prepare a brief for the graphic team for a promotional campaign.
- b. I can prepare a brief, but I need help to do it properly.
- c. I can prepare a brief for the graphic team and I can do it on my own.
- d. I can prepare a brief very well and I can explain how to do it to others.

4. Can you use digital tools to schedule and manage social media content (like Meta Business Suite or Later)?

- a. I can't use digital tools to schedule and manage social media content.
- b. I can use these tools a little, but I need help to do it properly.
- c. I can use digital tools to schedule and manage social media content on my own.
- d. I can use digital tools to schedule and manage social media content very well, and I can explain to others how to do it.

5. Can you use customer data to send personalized offers?

- a. I can't use customer data to send personalized offers.
- b. I can use customer data a little, but I need help to do it properly.
- c. I can use customer data to create personalized offers on my own.

- d. I can use customer data to create personalized offers very well, and I can explain to others how to do it.

6. Can you create a marketing campaign for a new service (like a wellness & SPA package or seasonal menu)?

- a. I can't create a marketing campaign for a new service.
- b. I can create a marketing campaign a little, but I need help to do it properly.
- c. I can create a marketing campaign for a new service on my own.
- d. I can create a marketing campaign for a new service very well, and I can explain to others how to do it.

7. Can you check if the brand's communication style is consistent in digital materials?

- a. I can't check if the brand's communication style is consistent.
- b. I can check the brand's communication style a little, but I need help to do it properly.
- c. I can check the consistency of the brand's communication style on my own.
- d. I can check the brand's communication style very well, and I can explain to others how to do it.

SAFETY

1. Can you store digital files securely to protect company and customer data?

- a. I can't store digital files securely.
- b. I can store digital files securely to some extent, but I need help to do it properly.

- c. I can store digital files securely and I can protect company and customer data on my own.
- d. I can store digital files securely very well and I can explain how to do it to others.

2. Can you recognize a fake login page (like for an operating system)?

- a. I can't recognize a fake login page.
- b. I can recognize a fake login page to some extent, but I need help to do it properly.
- c. I can recognize a fake login page and I know how to avoid such threats.
- d. I can recognize a fake login page very well and I can explain how to do it to others.

3. Can you ensure that team communication channels are secure?

- a. I can't ensure the security of digital communication channels.
- b. I can ensure the security of digital communication channels to some extent, but I need help to do it properly.
- c. I can ensure the security of digital communication channels and I know what tools and settings are needed.
- d. I can ensure the security of digital communication channels very well and I can explain how to do it to others.

4. Can you protect login details for mobile apps used at work (for example, with two-factor authentication)?

- a. I can't protect login details for mobile applications used at work.

- b. I can protect login details for mobile applications to some extent, but I need help to do it properly.
- c. I can protect login details for mobile applications and I know how to secure the device.
- d. I can protect login details for mobile applications very well and I can explain how to do it to others.

5. Can you apply a safety procedure if you think customer data may have been compromised?

- a. I can't apply a safety procedure if customer data has been compromised.
- b. I can apply a safety procedure a little, but I need help to understand it properly.
- c. I can apply a safety procedure if customer data has been compromised and take appropriate steps on my own.
- d. I can apply a safety procedure very well if customer data has been compromised, and I can explain to others how to do it.

6. Can you train your team to follow digital safety procedures (like using strong passwords, avoiding suspicious links, or protecting customer data)?

- a. I can't train my team to follow digital safety procedures.
- b. I can train my team a little, but I need help to do it properly.
- c. I can train my team to follow digital safety procedures on my own.
- d. I can train my team very well in digital safety, and I can explain the procedures clearly to others.

7. Can you anonymize customer data to meet legal requirements (like GDPR)?

- a. I can't anonymize customer data.
- b. I can anonymize customer data to some extent, but I need help to do it properly.
- c. I can anonymize customer data in accordance with legal requirements on my own.
- d. I can anonymize customer data very well and I can explain how to do it to others.

PROBLEM SOLVING

1. Can you assess the usefulness of new digital technologies at work?

- a. I can't assess the usefulness of new digital technologies at work.
- b. I can assess the usefulness of new digital technologies to some extent, but I need help to do it properly.
- c. I can assess the usefulness of new digital technologies and I can do it on my own.
- d. I can assess the usefulness of new digital technologies very well and I can explain how to do it to others.

2. Can you use digital tools or systems to assess and evaluate the work of your team/subordinates?

- a. I can't use digital tools or systems to assess and evaluate the work of my team or subordinates.
- b. I can use digital tools or systems to some extent, but I need help to do it properly.
- c. I can use digital tools or systems on my own to assess and evaluate the work of my team or subordinates.

- d. I can use digital tools or systems very well and I can explain to others how to do it.

3. Can you use staff turnover data to optimize work schedules?

- a. I can't use staff turnover data to optimize work schedules.
- b. I can use staff turnover data to some extent, but I need help to do it properly.
- c. I can use staff turnover data to optimize work schedules and I can do it on my own.
- d. I can use staff turnover data very well and I can explain how to do it to others.

4. Can you use data to analyze how your company is doing compared to competitors?

- a. I can't use data to analyze how my company is doing compared to competitors.
- b. I can use data to analyze how my company is doing compared to competitors to some extent, but I need help to do it properly.
- c. I can use data on my own to analyze how my company is doing compared to competitors.
- d. I can use data very well to analyze how my company is doing compared to competitors and I can explain to others how to do it.

5. Can you use data to help make staffing or scheduling decisions in your work?

- a. I can't use data to help make staffing or scheduling decisions in my work.
- b. I can use data to help with staffing or scheduling to some extent, but I need help to do it properly.

- c. I can use data on my own to help make staffing or scheduling decisions in my work.
- d. I can use data very well to make staffing or scheduling decisions in my work and I can explain to others how to do it.

6. Can you use digital tools to track customer feedback and improve service quality?

- a. I can't use digital tools to track customer feedback and improve service quality.
- b. I can use digital tools to track customer feedback to some extent, but I need help to use them properly.
- c. I can use digital tools on my own to track customer feedback and improve service quality.
- d. I can use digital tools very well to track customer feedback and improve service quality, and I can explain to others how to do it.

7. Can you use a tool like ChatGPT to solve a problem in everyday work in a hotel or restaurant (like guest greetings or complaint responses)?

- a. I can't use a tool like ChatGPT to solve problems in everyday work.
- b. I can use a tool like ChatGPT to some extent, but I need help to do it properly.
- c. I can use a tool like ChatGPT on my own to solve problems in everyday work.
- d. I can use a tool like ChatGPT very well and I can explain to others how to do it.

ATTITUDES

INFORMATION AND DATA LITERACY

1. Are you interested in learning about digital technologies that can improve your company's services?

- a. I'm not interested in learning about digital technologies that can improve services.
- b. I'm interested in learning about digital technologies to some extent, but I need support to understand their use.
- c. I'm interested in learning about digital technologies that can improve services and I can do it on my own.
- d. I'm interested in learning about digital technologies that can improve services and I encourage others to do the same.

2. Are you willing to invest time in learning tools to analyze data to improve your customer relationship or marketing strategy?

- a. I'm not willing to invest time in learning tools to analyze data.
- b. I'm willing to invest time in learning tools to analyze data to some extent, but I need support to get started.
- c. I'm willing to invest time in learning tools to analyze data and I can do it on my own.
- d. I'm willing to invest time in learning tools to analyze data and I encourage others to do the same.

3. Are you open to learning how to use new systems that enable data analysis?

- a. I'm not open to learning how to use new systems that enable data analysis.
- b. I'm open to learning how to use new systems to some extent, but I need support to find my way around them.
- c. I'm open to learning how to use new systems that enable data analysis and I can do it on my own.
- d. I'm open to learning how to use new systems that enable data analysis and I encourage others to do the same.

4. Are you willing to learn how to use digital tools to improve collaboration in your team and with your collaborators (like suppliers)?

- a. I'm not willing to learn how to use digital tools to improve collaboration.
- b. I'm somewhat willing to learn, but I need support and motivation to do it.
- c. I'm willing to learn how to use digital tools to improve collaboration and I can do it on my own.
- d. I'm very willing to learn how to use digital tools to improve collaboration, and I encourage others to do the same.

COMMUNICATION AND COOPERATION

1. Are you open to using digital communication tools to improve communication with guests or customers?

- a. I'm not open to using digital communication tools.
- b. I'm open to some extent, but I need support to explore their potential.
- c. I'm open to using digital tools and I can apply them on my own.
- d. I'm open to using digital tools and I encourage others to do the same.

2. Are you ready to develop digital communication skills to communicate more effectively with your guests and/or customers?

- a. I'm not ready to develop digital communication skills.
- b. I'm ready to develop digital communication skills to some extent, but I need support to get started.
- c. I'm ready to develop digital communication skills and I can do it on my own.
- d. I'm ready to develop digital communication skills and I encourage others to do the same.

3. Do you feel responsible for shaping the online communication culture of your organization using digital solutions?

- a. I don't feel responsible for shaping the online communication culture.
- b. I feel responsible to some extent, but I need support to do it effectively.
- c. I feel responsible for shaping the online communication culture and I support it on my own.
- d. I feel responsible for shaping the online communication culture and I encourage others to do the same.

4. Do you encourage others to use digital platforms to improve collaboration?

- a. I don't encourage others to use digital platforms to improve collaboration.
- b. I encourage others to some extent, but I need support to do it effectively.
- c. I encourage others to use digital platforms to improve collaboration and I can do it on my own.
- d. I encourage others to use digital platforms to improve collaboration and I encourage others to do the same.

DIGITAL CONTENT CREATION

1. Are you open to testing new digital content creation tools?

- a. I'm not open to testing new digital content creation tools
- b. I'm open to testing new digital content creation tools to some extent, but I need support to get started
- c. I'm open to testing new digital content creation tools and I can try them on my own
- d. I'm fully open to testing new digital content creation tools and I encourage others to do the same

2. Do you follow new trends related to visual identification in the media?

- a. I don't follow new trends related to visual identification in the media
- b. I follow visual trends to some extent, but I need help to understand how to use them
- c. I follow visual trends and I apply them in my materials on my own
- d. I regularly follow and apply visual trends and I encourage others to do the same

3. Do you pay attention to the potential risks of using generative AI to create content?

- a. I don't pay attention to the potential risks of using generative AI to create content.
- b. I pay some attention to the risks, but I need support to fully understand them.
- c. I pay attention to the potential risks of using generative AI and I know what to consider.

- d. I actively pay attention to the risks of using generative AI and I encourage others to do the same.

4. Are you willing to take the time to assess which digital materials support your company's online reputation and which ones may hurt it?

- a. I'm not willing to assess digital materials related to the company's online reputation
- b. I'm willing to assess digital materials to some extent, but I need support to do it properly
- c. I'm willing to assess which digital materials support or harm the company's online reputation and I can do it on my own
- d. I regularly assess digital materials and I encourage others to take care of the company's online image.

SAFETY

1. Are you open to reviewing and improving the digital safety procedures in your workplace?

- a. I'm not open to reviewing or improving digital safety procedures.
- b. I'm somewhat open, but I need support to understand what needs to be improved.
- c. I'm open and able to review and improve safety procedures on my own.
- d. I'm proactive in improving digital safety and I encourage others to do the same.

2. Do you make sure to limit access to data only to authorized persons?

- a. I don't make sure to limit access to data only to authorized persons.
- b. I try to limit access to data to some extent, but I need support to do it properly.
- c. I make sure that only authorized persons have access to the data and I can do it on my own..
- d. I consistently control access to data and I encourage others to protect information in the same way.

3. Are you willing to learn how to stay safe online and protect your company from digital threats (for example, by staying informed or taking part in cybersecurity training)?

- a. I'm not willing to learn how to stay safe online or protect my company from digital threats.
- b. I'm somewhat willing to learn about online safety, but I need help to understand why it matters.
- c. I'm willing to learn how to stay safe online and I try to stay informed on my own.
- d. I'm very willing to learn about cybersecurity and I encourage others to improve their knowledge too.

4. Are you willing to take responsibility for your team's digital safety practices?

- a. I'm not willing to take responsibility for my team's digital safety.
- b. I'm somewhat willing to take responsibility for my team's digital safety, but I'm not sure how to do it well.
- c. I'm willing to take responsibility for my team's digital safety
- d. I'm fully committed to digital safety in my team and I encourage others to take responsibility too.

PROBLEM SOLVING

1. Are you developing your digital skills to better solve problems with digital tools and systems?

- a. I'm not developing my digital skills to solve problems with digital tools and systems.
- b. I'm starting to develop my digital skills to solve problems with digital tools and systems, but I need guidance and support.
- c. I develop my digital skills to solve problems with digital tools and systems on my own
- d. I consciously and regularly develop my digital skills to solve problems with digital tools and systems and I encourage others to do the same.

2. Are you open to experimenting with AI technology in managerial tasks (for example, creating a work schedule using AI, using AI-supported systems for recruitment)?

- a. I'm not open to experimenting with AI in managerial tasks.
- b. I'm somewhat open to experimenting with AI in managerial tasks, but I need guidance to try it effectively.
- c. I'm open to experimenting with AI in managerial tasks and I try it on my own.
- d. I'm very open to experimenting with AI in managerial tasks and I encourage others to do the same.

3. Are you open to changing your current work routines if digital tools can make them more efficient (for example, automating repetitive tasks or improving communication)?

- a. I'm not open to changing my work routines using digital tools.

- b. I'm starting to be open, but I need help to understand how digital tools can help.
- c. I'm open to changing my work routines using digital tools and I try new solutions on my own.
- d. I'm very open to changing my work routines with digital tools and I encourage others to do the same.

4. Do you support your colleagues and subordinates in testing digital tools that help solve problems in customer service (for example, AI assistants)?

- a. I don't support my colleagues in testing digital tools for customer service.
- b. I support my colleagues a little, but I need help to do it properly.
- c. I support my colleagues in testing digital tools for customer service
- d. I actively support and encourage my colleagues to test digital tools and I explain how to use them effectively.

DIGITAL SKILLS ASSESSMENT TOOL: FRONTLINE WORKER QUESTIONNAIRE

KNOWLEDGE

INFORMATION AND DATA LITERACY

- 1. Do you know what the data collected by hotel or restaurant digital/IT systems can be used for?**
 - a. I don't know what this data could be used for.
 - b. I know a little about what this data can be used for, but I don't fully know the applications.
 - c. I know what this data can be used for and I can point out basic applications.
 - d. I know very well what this data can be used for, I can give an example and explain it to others.

- 2. Do you know how to interpret a basic sales report from a cash register or sales system (POS)?**
 - a. I don't know how to interpret such a report.
 - b. I know a little about how to interpret such a report, but I don't fully know how to do it.
 - c. I know how to interpret a basic report and I can do it on my own.
 - d. I know very well how to interpret such a report, I can give an example and explain it to others.

3. Do you know how to find the information you need for work in the digital/IT system (for example, how much stock is in the warehouse or which rooms are occupied)?

- a. I don't know how to find this information in the system.
- b. I know a little about how to find this information, but I don't fully know how to do it.
- c. I know how to find the information I need and I can do it on my own.
- d. I know very well how to find this information, I can give an example and explain it to others.

4. Do you know which digital tools can help you stay in touch with customers?

- a. I don't know what these tools or systems are for.
- b. I know a little about what these tools or systems are for, but I don't fully know how they are used.
- c. I know what these tools and systems are used for and I can point out basic applications.
- d. I know very well what these tools and systems are used for, I can give an example and explain it to others.

COMMUNICATION AND COOPERATION

1. Do you know the basic rules for polite and professional online communication with guests or customers?

- a. I don't know the basic rules for polite and professional online communication.
- b. I know a little about the basic rules for polite and professional online communication, but I don't fully know how to apply them.

- c. I know the basic rules for polite and professional online communication and I can apply them on my own.
- d. I know the basic rules for polite and professional online communication very well, I can give an example and explain them to others.

2. Do you know why a hotel or restaurant should respond to reviews on the Internet (for example, on Google Maps or TripAdvisor)?

- a. I don't know why a hotel or restaurant should respond to online reviews.
- b. I know a little about why a hotel or restaurant should respond to online reviews, but I don't fully know the reasons.
- c. I know why a hotel or restaurant should respond to online reviews and I can point out the basic reasons.
- d. I know very well why a hotel or restaurant should respond to online reviews, I can give an example and explain it to others.

3. Do you know the different features of reservation systems that allow you to communicate with your guest or customer before their arrival?

- a. I don't know the features of reservation systems for guest or customer communication.
- b. I know a little about the features of reservation systems for guest or customer communication, but I don't fully know how they are used.
- c. I know the features of reservation systems for guest or customer communication and I can point out the basic applications.
- d. I know the features of reservation systems for guest or customer communication very well, I can give an example and explain them to others.

4. Do you know when it's better to use real-time communication (like a phone call or video chat) and when it's better to use delayed communication (like email or chat) when working in a team?

- a. I don't know when to use real-time or delayed communication in teamwork.
- b. I know a little about when to use real-time or delayed communication, but I'm not sure how to choose.
- c. I know when to use real-time or delayed communication in teamwork and I can decide on my own.
- d. I know very well when to use real-time or delayed communication in teamwork, I can give an example and explain it to others.

DIGITAL CONTENT CREATION

1. Do you know what to avoid in online posts from your workplace (for example, photos with guests, negative comments, private info)?

- a. I don't know what should not be shared in online posts from my workplace
- b. I know a little, but I'm not sure what is OK to post and what is not
- c. I know what should not be posted online from my workplace and I can avoid these mistakes
- d. I know very well what to avoid in online posts and I can explain it to others

2. Do you know how to create a short online message or post to promote a special offer or event in your hotel or restaurant?

- a. I don't know how to create a short online message or post to promote a special offer or event.
- b. I know a little about how to create a post or message, but I don't fully know how to do it well.

- c. I know how to create a short online message or post to promote an offer or event.
- d. I know very well how to create a short online message or post to promote an offer or event, I can give an example and explain it to others.

3. Do you know what makes an online promotion interesting and successful?

- a. I don't know what makes an online promotion effective and engaging.
- b. I know a little about what makes an online promotion effective and engaging, but I don't fully know how to create one.
- c. I know what makes an online promotion effective and engaging.
- d. I know very well what makes an online promotion effective and engaging, I can give an example and explain it to others.

4. Do you know how information about a hotel or restaurant should differ on different social media (e.g. TikTok, Facebook, or LinkedIn)?

- a. I don't know how information should differ between social media.
- b. I know a little about how information should differ between social media, but I don't fully know how to adapt it.
- c. I know how information should differ between social media and I can adopt it on my own.
- d. I know very well how information should differ between social media, I can give an example and explain it to others.

SAFETY

1. Do you know what customer information should not be sent on internal communication channels (for example, WhatsApp, Slack, email)?

- a. I don't know what customer information should not be sent on internal communication channels.
- b. I know a little about what customer information should not be sent on internal communication channels, but I don't fully know which types to avoid.
- c. I know what customer information should not be sent on internal communication channels
- d. I know very well what customer information should not be sent on internal communication channels, I can give an example and explain it to others.

2. Do you know the rules for sharing information safely in a restaurant and/or hotel?

- a. I don't know the rules for sharing information safely in a restaurant and/or hotel.
- b. I know a little about the rules for sharing information safely in a restaurant and/or hotel, but I don't fully know how to apply them.
- c. I know the rules for sharing information safely in a restaurant and/or hotel and I can apply them on my own.
- d. I know the rules for sharing information safely in a restaurant and/or hotel very well, I can give an example and explain them to others.

3. Do you know your institution's cybersecurity rules?

- a. I don't know the cybersecurity rules in my institution.
- b. I know a little about the cybersecurity rules in my institution, but I don't fully know how to follow them.

- c. I know the cybersecurity rules in my institution and I can follow them on my own.
- d. I know the cybersecurity rules in my institution very well, I can give an example and explain them to others.

4. Do you know how to safely store documents containing guest or customer data?

- a. I don't know how to safely store documents containing guest or customer data.
- b. I know a little about how to safely store documents containing guest or customer data, but I don't fully know the correct procedures.
- c. I know how to safely store documents containing guest or customer data and I can apply the basic procedures.
- d. I know very well how to safely store documents containing guest or customer data, I can give an example and explain it to others.

PROBLEM SOLVING

1. Do you know how to choose the right digital tool (like an app or online platform) to solve a work-related problem?

- a. I don't know how to choose the right digital tool to solve problems at work
- b. I know which tool to use to some extent, but I need help to do it properly
- c. I usually know how to choose the right tool to solve a work-related problem
- d. I'm confident in choosing the right tool to solve a work-related problem, I can give examples, and explain it to others.

2. Do you know where to report a problem in the IT system at work (like a double booking)?

- a. I don't know where to report a problem in the IT system at work.
- b. I know a little about where to report a problem, but I don't fully know the correct procedure.
- c. I know where to report a problem in the IT system and I can do it on my own.
- d. I know very well where to report a problem in the IT system, I can give an example and explain it to others.

3. Do you know what to do if the payment terminal stops working?

- a. I don't know what to do if the payment terminal stops working.
- b. I know a little about what to do if the payment terminal stops working, but I don't fully know the correct steps.
- c. I know what to do if the payment terminal stops working and I can take basic steps on my own.
- d. I know very well what to do if the payment terminal stops working, I can give an example and explain it to others.

4. Do you know how to communicate online in situations where you need to quickly find a solution to a problem?

- a. I don't know how to communicate online in situations where I need to quickly find a solution to a problem.
- b. I know a little about how to communicate online in situations where I need to quickly find a solution to a problem, but I don't fully know how to do it effectively.
- c. I know how to communicate online in situations where I need to quickly find a solution to a problem and I can do it on my own.

- d. I know very well how to communicate online in situations where I need to quickly find a solution to a problem, I can give an example and explain it to others.

SKILLS

INFORMATION AND DATA LITERACY

- 1. Can you check the reservation status in the IT system (for example, confirmed or pending)?**
 - a. I can't check the reservation status in the IT system.
 - b. I can check the reservation status to some extent, but I need help to do it properly.
 - c. I can check the reservation status in the IT system and I can do it on my own.
 - d. I can check the reservation status in the IT system very well, and I can explain to others how to do it.

- 2. Can you edit shared documents at work (like procedures, instructions, or task lists)?**
 - a. I can't edit shared documents at work.
 - b. I can edit shared documents a little, but I need help to do it properly.
 - c. I can edit shared documents at work and I can do it on my own.
 - d. I can edit shared documents at work very well, and I can explain to others how to do it.

3. Can you handle a guest or customer complaint in the IT system?

- a. I can't handle a guest or customer complaint in the IT system.
- b. I can handle a guest or customer complaint to some extent, but I need help to do it properly.
- c. I can handle a guest or customer complaint in the IT system and I can do it on my own.
- d. I can handle a guest or customer complaint in the IT system very well, and I can explain to others how to do it.

4. Can you use a digital work scheduler to check your schedule?

- a. I can't use a digital work scheduler to check my schedule.
- b. I can use a digital work scheduler a little, but I need help to do it properly.
- c. I can use a digital work scheduler to check my schedule and I can do it on my own.
- d. I can use a digital work scheduler very well, and I can explain to others how to do it.

5. Can you use spreadsheets to organize work data (like schedules, shopping lists, or reservations)?

- a. I can't use spreadsheets to organize work data.
- b. I can use spreadsheets a little, but I need help to do it properly.
- c. I can use spreadsheets to organize work data and I can do it on my own.
- d. I can use spreadsheets to organize work data very well, and I can explain to others how to do it.

6. Can you find information about a client's previous visits in the reception system?

- a. I can't find information about a client's previous visits in the reception system.
- b. I can find this information a little, but I need help to do it properly.
- c. I can find information about a client's previous visits in the reception system and I can do it on my own.
- d. I can find information about a client's previous visits in the reception system very well, and I can explain to others how to do it.

7. Can you use online training or learning materials about hotel and/or catering systems?

- a. I can't use online training or learning materials about hotel and catering systems.
- b. I can use online training or learning materials a little, but I need help to do it properly.
- c. I can use online training or learning materials about hotel and catering systems and I can do it on my own.
- d. I can use online training or learning materials about hotel and catering systems very well, and I can explain to others how to do it.

COMMUNICATION AND COOPERATION

1. Can you use different email features (like filtering messages, using labels, or setting automatic replies)?

- a. I can't use different email features.
- b. I can use email features a little, but I need help to understand them properly.
- c. I can use email features like filtering, labels, and automatic replies, and I can do it on my own.

- d. I can use different email features very well, and I can explain to others how to do it.

2. Can you work with a team using digital communication tools (like Slack, Microsoft Teams, or WhatsApp)?

- a. I can't work with a team using digital communication tools.
- b. I can work with a team using these tools a little, but I need help to do it effectively.
- c. I can work with a team using digital communication tools and I can do it on my own.
- d. I can work with a team using digital communication tools very well, and I can explain to others how to do it.

3. Can you explain to a customer how to leave an online review?

- a. I can't explain to a customer how to leave an online review.
- b. I can explain to a customer how to leave an online review a little, but I need help to do it properly.
- c. I can explain to a customer how to leave an online review and I can do it on my own.
- d. I can explain to a customer how to leave an online review very well, and I can explain to others how to do it.

4. Can you write messages to guests or customers using a booking platform (like Booking.com, Expedia) or an online messenger?

- a. I can't write messages to guests or customers using a booking platform or online messenger.

- b. I can write messages to guests or customers to some extent, but I need help to do it properly.
- c. I can write messages to guests or customers using a booking platform or online messenger and I can do it on my own.
- d. I can write messages to guests or customers using a booking platform or online messenger very well, and I can explain to others how to do it.

5. Can you run online team meetings using videoconferencing tools (like Zoom or Google Meet)?

- a. I can't run online team meetings using videoconferencing tools.
- b. I can run online team meetings to some extent, but I need help to do it properly.
- c. I can run online team meetings using videoconferencing tools and I can do it on my own.
- d. I can run online team meetings using videoconferencing tools very well, and I can explain to others how to do it.

6. Can you respond to online customer reviews according to your company's communication policy?

- a. I can't respond to online customer reviews according to the company's communication policy.
- b. I can respond to online customer reviews a little, but I need help to follow the policy correctly.
- c. I can respond to online customer reviews according to the company's communication policy and I can do it on my own.
- d. I can respond to online customer reviews according to the company's communication policy very well, and I can explain to others how to do it.

7. Can you use ChatGPT or a similar tool to write things like a guest email, welcome message, or reply to feedback?

- a. I can't use ChatGPT or a similar tool to prepare materials for communicating with guests.
- b. I can use ChatGPT or a similar tool a little, but I need help to do it properly.
- c. I can use ChatGPT or a similar tool to prepare materials for communicating with guests and I can do it on my own.
- d. I can use ChatGPT or a similar tool to prepare materials for communicating with guests very well, and I can explain to others how to do it.

DIGITAL CONTENT CREATION

1. Can you prepare a simple announcement (like about changes in opening hours) for a fan page (like Facebook) or a website?

- a. I can't prepare a simple announcement for a fan page or website.
- b. I can prepare a simple announcement to some extent, but I need help to do it properly.
- c. I can prepare a simple announcement for a fan page or website and I can do it on my own.
- d. I can prepare a simple announcement for a fan page or website very well, and I can explain to others how to do it.

2. Can you write a short message to describe a problem with digital equipment, so a service worker knows what's wrong?

- a. I can't write a description of a digital equipment failure for a service employee.

- b. I can write a description of a digital equipment failure to some extent, but I need help to do it properly.
- c. I can write a description of a digital equipment failure for a service employee and I can do it on my own.
- d. I can write a description of a digital equipment failure for a service employee very well, and I can explain to others how to do it.

3. Can you recognize content that should not be published on your company website or social media (like content that breaks company policies or customer privacy)?

- a. I can't recognize content that should not be published.
- b. I can recognize content that should not be published to some extent, but I need help to do it properly.
- c. I can recognize content that should not be published on my own
- d. I can recognize content that should not be published very well, and I can explain to others how to do it.

4. Can you create email templates for common customer queries?

- a. I can't create email templates for common customer queries.
- b. I can create email templates to some extent, but I need help to do it properly.
- c. I can create email templates for common customer queries and I can do it on my own.
- d. I can create email templates for common customer queries very well, and I can explain to others how to do it.

5. Can you report outdated or incorrect information about your hotel or restaurant on another website (like Google Maps or Booking.com)?

- a. I can't report outdated or incorrect information on other websites.

- b. I can report outdated or incorrect information a little, but I need help to do it properly.
- c. I can report outdated or incorrect information on other websites and I can do it on my own.
- d. I can report outdated or incorrect information on other websites very well, and I can explain to others how to do it.

6. Can you create a social media post (like a promotion description or event proposal) using AI-based tools (like ChatGPT)?

- a. I can't create a social media post using AI-based tools.
- b. I can create a social media post using AI-based tools to some extent, but I need help to do it properly.
- c. I can create a social media post using AI-based tools and I can do it on my own.
- d. I can create a social media post using AI-based tools very well, and I can explain to others how to do it.

7. Can you publish a photo of a product (like a dish or a hotel room decoration) on the hotel's or restaurant's social media account?

- a. I can't publish a photo of a product on the hotel's or restaurant's social media account.
- b. I can publish a photo of a product on social media, but I need help to do it properly.
- c. I can publish a photo of a product on social media and I can do it on my own.
- d. I can publish a photo of a product on social media very well, and I can explain to others how to do it.

SAFETY

1. Can you log in securely to digital systems by following security rules (like using two-factor authentication)?

- a. I can't log in securely to digital systems.
- b. I can log in securely a little, but I need help to do it properly.
- c. I can log in securely to digital systems and I can do it on my own.
- d. I can log in securely to digital systems very well, and I can explain to others how to do it.

2. Can you use payment systems (like card terminals) safely?

- a. I can't use payment systems safely.
- b. I can use payment systems safely a little, but I need help to do it properly.
- c. I can use payment systems safely and I can avoid basic threats on my own.
- d. I can use payment systems safely very well, and I can explain to others how to do it.

3. Can you store digital files securely to protect company and customer data?

- a. I can't store digital files securely.
- b. I can store digital files securely a little, but I need help to do it properly.
- c. I can store digital files securely and protect company and customer data on my own.
- d. I can store digital files securely very well, and I can explain to others how to do it.

4. Can you protect login details for mobile applications used at work?

- a. I can't protect login details for mobile applications used at work.
- b. I can protect login details a little, but I need help to do it properly.
- c. I can protect login details for mobile applications used at work and I can secure the device on my own.
- d. I can protect login details for mobile applications very well, and I can explain to others how to do it.

5. Can you recognize fraud attempts (like scams or phishing) on the Internet?

- a. I can't recognize fraud attempts on the Internet.
- b. I can recognize fraud attempts a little, but I need help to do it properly.
- c. I can recognize fraud attempts on the Internet on my own
- d. I can recognize fraud attempts on the Internet very well, and I can explain to others how to do it.

6. Can you safely close a change in the system while following data protection rules?

- a. I can't safely close a change in the system.
- b. I can safely close a change in the system a little, but I need help to do it properly.
- c. I can safely close a change in the system and I can do it according to data protection rules on my own.
- d. I can safely close a change in the system very well, and I can explain to others how to do it.

7. Can you anonymize customer data to meet legal requirements (like GDPR)?

- a. I can't anonymize customer data.

- b. I can anonymize customer data a little, but I need help to do it properly.
- c. I can anonymize customer data according to basic legal requirements on my own.
- d. I can anonymize customer data very well, and I can explain to others how to do it.

PROBLEM SOLVING

1. Can you reset a digital device (like a Wi-Fi router or a payment terminal)?

- a. I can't reset a digital device like a Wi-Fi router or a payment terminal.
- b. I can reset a digital device a little, but I need help to do it properly.
- c. I can reset a digital device by following basic instructions and I can do it on my own.
- d. I can reset a digital device very well, and I can explain to others how to do it.

2. Can you find instructions for what to do if electronic equipment or an IT system fails?

- a. I can't find instructions for what to do if electronic equipment or an IT system fails.
- b. I can find instructions a little, but I need help to do it properly.
- c. I can find and use instructions in case of a failure and I can do it on my own.
- d. I can find and use instructions in case of a failure very well, and I can explain to others how to do it.

3. Can you communicate with technical support in emergency situations?

- a. I can't communicate with technical support in emergency situations.

- b. I can communicate with technical support a little, but I need help to do it properly.
- c. I can communicate clearly and objectively with technical support in emergency situations and I can do it on my own.
- d. I can communicate with technical support in emergency situations very well, and I can explain to others how to do it.

4. Can you update information about the hotel's or restaurant's offer in the digital system (like when a room or dish is unavailable)?

- a. I can't update information about the hotel's or restaurant's offer in the digital system.
- b. I can update information about the hotel's or restaurant's offer in the digital system a little, but I need help to do it properly.
- c. I can update information about the hotel's or restaurant's offer in the digital system and I can do it on my own.
- d. I can update information about the hotel's or restaurant's offer in the digital system very well, and I can explain to others how to do it.

5. Can you correct an incorrectly entered order or booking in the digital system?

- a. I can't correct an incorrectly entered order or booking in the system.
- b. I can correct an incorrectly entered order or booking in the system a little, but I need help to do it properly.
- c. I can correct an incorrectly entered order or booking in the system and I can do it on my own.
- d. I can correct an incorrectly entered order or booking in the system very well, and I can explain to others how to do it.

6. Can you change settings on your work mobile device or order terminal?

- a. I can't change settings on my work mobile device or order terminal.
- b. I can change settings on my work mobile device or order terminal a little, but I need help to do it properly.
- c. I can change settings on my work mobile device or order terminal and I can do it on my own.
- d. I can change settings on my work mobile device or order terminal very well, and I can explain to others how to do it.

7. Can you use a tool like ChatGPT to ask about something related to everyday work in a hotel or restaurant (like a greeting idea or a complaint response)?

- a. I can't use a tool like ChatGPT to ask about work-related topics.
- b. I can use a tool like ChatGPT to ask about work-related topics a little, but I need help to do it properly.
- c. I can use a tool like ChatGPT to find useful answers for everyday work and I can do it on my own.
- d. I can use a tool like ChatGPT to find useful answers very well, and I can explain to others how to do it.

ATTITUDES

INFORMATION AND DATA LITERACY

1. Are you willing to check if the information you find online is correct before using it at work?

- a. I'm not willing to check if the information I find online is correct.
- b. I'm a little willing to check if the information I find online is correct, but I need help to do it properly.
- c. I'm willing to check if the information I find online is correct and I can do it on my own.
- d. I'm very willing to check if the information I find online is correct and I can encourage others to do it too.

2. Are you ready to ask for help if you don't understand data or numbers you see in a system or report?

- a. I'm not ready to ask for help if I don't understand data or numbers.
- b. I'm a little ready to ask for help if I don't understand data or numbers, but I need help to do it properly.
- c. I'm ready to ask for help if I don't understand data or numbers and I can do it on my own.
- d. I'm very ready to ask for help if I don't understand data or numbers and I can encourage others to do it too.

3. Are you open to learning how to better understand the data you see at work (like occupancy rates or order numbers)?

- a. I'm not open to learning how to better understand the data I see at work.
- b. I'm a little open to learning how to better understand the data I see at work, but I need help to do it properly.
- c. I'm open to learning how to better understand the data I see at work and I can do it on my own.
- d. I'm very open to learning how to better understand the data I see at work and I can support others in doing it too.

4. Are you willing to check that customer data (like names or preferences) is entered correctly in the system?

- a. I'm not willing to check that customer data is entered correctly in the system.
- b. I'm a little willing to check that customer data is entered correctly in the system, but I need help to do it properly.
- c. I'm willing to check that customer data is entered correctly in the system and I can do it on my own.
- d. I'm very willing to check that customer data is entered correctly in the system and I can support others in doing it too.

COMMUNICATION AND COLLABORATION

1. Are you open to using shared digital documents (like schedules or task lists) to keep up with your work?

- a. I'm not open to using shared digital documents at work.
- b. I'm a little open, but I'm not sure how to use them properly.
- c. I'm open to using shared digital documents and I can use them on my own.

- d. I'm very open to using shared digital documents and I help others use them too.

2. Are you willing to follow the company's rules for professional online communication (like using the right tone and language)?

- a. I'm not willing to follow the rules for professional online communication.
- b. I'm a little willing, but I find it difficult or need support.
- c. I'm willing to follow the company's online communication rules on my own.
- d. I'm very willing to follow these rules and I remind others to do the same.

3. Are you open to taking part in short online training to improve your communication and digital collaboration skills?

- a. I'm not open to taking part in online trainings about communication and collaboration.
- b. I'm a little open, but I need encouragement or help to take part.
- c. I'm open to taking part in online trainings and I can join them on my own.
- d. I'm very open to online trainings and I encourage others to join too.

4. Are you ready to support a colleague who's struggling with a communication tool you already know how to use?

- a. I'm not ready to support a colleague with digital communication tools.
- b. I'm a little ready, but I'm not sure how to help them effectively.
- c. I'm ready to support a colleague and I can do it on my own.
- d. I'm very ready to support others and I look for chances to share what I know.

DIGITAL CONTENT CREATION

1. Do you feel responsible for the reliability and credibility of the information published?

- a. I don't feel responsible for the reliability and credibility of the information published.
- b. I feel responsible for the reliability and credibility of the information published to some extent, but I need help to do it properly.
- c. I feel responsible for the reliability and credibility of the information published and I try to ensure it on my own.
- d. I feel fully responsible for the reliability and credibility of the information published and I encourage others to do the same.

2. Are you open to experimenting with different digital content formats (for example, videos, reels, infographics)?

- a. I'm not open to experimenting with different content formats.
- b. I'm open to experimenting with different content formats to some extent, but I need support or inspiration to get started.
- c. I'm open to experimenting with different content formats and I do it on my own.
- d. I'm fully open to experimenting with different content formats and I encourage others to do the same.

3. Are you open to learning how to use digital tools that help create simple content (like templates or AI assistants)?

- a. I'm not open to learning how to use digital tools to create content.

- b. I'm a little open to learning how to use digital tools to create content, but I need help to do it properly.
- c. I'm open to learning how to use digital tools to create content and I can do it on my own.
- d. I'm very open to learning how to use digital tools to create content and I can support others in doing it too.

4. Are you willing to improve how to write clear and polite responses to guests using digital platforms?

- a. I'm not willing to improve how I write responses to guests using digital platforms.
- b. I'm a little willing to improve how I write responses to guests using digital platforms, but I need help to do it properly.
- c. I'm willing to improve how I write responses to guests using digital platforms and I can do it on my own.
- d. I'm very willing to improve how I write responses to guests using digital platforms and I can support others in doing it too.

SAFETY

1. Are you ready to report problems with digital tools or systems if you notice something wrong (like a system error or suspicious message)?

- a. I'm not ready to report problems with digital tools or systems.
- b. I'm ready to report problems with digital tools or systems, but I need help to do it properly.
- c. I'm ready to report problems with digital tools or systems and I can do it on my own.

- d. I'm very ready to report problems with digital tools or systems and I can encourage others to do it too.

2. Are you open to learning how to protect customer and company data (like names, payments, or passwords)?

- a. I'm not open to learning how to protect customer and company data.
- b. I'm open to learning how to protect customer and company data, but I need help to do it properly.
- c. I'm open to learning how to protect customer and company data and I can do it on my own.
- d. I'm very open to learning how to protect customer and company data and I can support others in doing it too.

3. Are you ready to tell your manager if you think someone is breaking digital safety rules at work?

- a. I'm not ready to tell my manager if someone is breaking digital safety rules.
- b. I'm a little ready to report digital safety issues, but I need help to do it properly.
- c. I'm ready to report digital safety concerns to my manager and I can do it on my own.
- d. I'm very ready to report digital safety concerns and I can encourage others to do it too.

4. Are you ready to follow your company's rules when working with personal or sensitive data?

- a. I'm not ready to follow my company's rules when working with personal or sensitive data.
- b. I'm a little ready to follow my company's rules when working with personal or sensitive data, but I need help to do it properly.
- c. I'm ready to follow my company's rules when working with personal or sensitive data and I can do it on my own.
- d. I'm very ready to follow my company's rules when working with personal or sensitive data and I can encourage others to do it too.

PROBLEM SOLVING

1. Are you open to using digital tools to solve everyday problems at work (like organizing tasks or checking availability)?

- a. I'm not open to using digital tools to solve everyday problems at work.
- b. I'm a little open to using digital tools, but I need help to do it properly.
- c. I'm open to using digital tools to solve everyday problems and I can do it on my own.
- d. I'm very open to using digital tools to solve everyday problems and I can encourage others to do it too.

2. Are you willing to develop your digital skills?

- a. I'm not willing to develop my digital skills.
- b. I'm a little willing to develop my digital skills, but I need help to do it properly
- c. I'm willing to develop my digital skills and I can do it on my own.
- d. I'm very willing to develop my digital skills and I can encourage others to do it too.

3. Are you ready to adapt when digital tools change the way you work?

- a. I'm not ready to adapt when digital tools change the way I work.
- b. I'm a little ready to adapt when digital tools change the way I work, but I need help to do it properly.
- c. I'm ready to adapt when digital tools change the way I work and I can do it on my own.
- d. I'm very ready to adapt when digital tools change the way I work and I can encourage others to do it too.

4. Are you open to using digital solutions when you face a problem at work?

- a. I'm not open to using digital solutions when I face a problem at work.
- b. I'm a little open to using digital solutions when I face a problem at work, but I need help to find reliable content.
- c. I'm open to using digital solutions when I face a problem at work and I can find solutions on my own.
- d. I'm very open to using digital solutions when I face a problem at work and I can encourage others to do the same.

DIGITAL SKILLS ASSESSMENT TOOL: TEACHER QUESTIONNAIRE

KNOWLEDGE

INFORMATION AND DATA LITERACY

- 1. Do you know what digital systems are commonly used in hotels or restaurants for customer service (e.g. reservation, billing, ordering)?**
 - a. I don't know what digital systems are used in hotels or restaurants for customer service
 - b. I know a little about what digital systems are used for customer service, but I'm not sure how they work
 - c. I know what digital systems are used in hotels or restaurants for customer service
 - d. I know very well what digital systems are used in hotels or restaurants for customer service, I can give examples and explain them to others

- 2. Do you know what tools or systems hotels or restaurants can use to analyze their data (for example, about customers, sales, or bookings)?**
 - a. I don't know what tools or systems hotels or restaurants can use to analyze their data
 - b. I know a little about tools or systems that can be used to analyze hotel or restaurant data, but I need help to understand how they are used
 - c. I know what tools or systems hotels or restaurants can use to analyze their data

- d. I know very well what tools or systems hotels or restaurants can use to analyze their data, I can give examples, and explain their use to others

3. Do you know how analyzing data can help hotels or restaurants tailor their offers to each customer's needs?

- a. I don't know how analyzing data can help hotels or restaurants tailor their offers to each customer's needs
- b. I know a little about how analyzing data helps adjust offers, but I need help to fully understand it
- c. I know how analyzing data helps hotels or restaurants adjust their offers to customers' needs
- d. I know very well how analyzing data helps hotels or restaurants adjust their offers to customers' needs, I can give examples, and explain it to others

4. Do you know what digital skills students need to work in modern hospitality and food service jobs?

- a. I don't know what digital skills students need
- b. I know a little about the digital skills students need, but I'm not sure how to teach them
- c. I know what digital skills students need
- d. I know very well what digital skills students need, I can give examples and explain them to others

COMMUNICATION AND COOPERATION

1. Do you know the basic rules for polite and professional online communication?

- a. I don't know the basic rules for polite and professional online communication
- b. I know a little about the basic rules for polite and professional online communication, but I need help to apply them
- c. I know the basic rules for polite and professional online communication
- d. I know very well the basic rules for polite and professional online communication, I can give examples, and explain them to others

2. Do you know the different features of reservation systems that allow hotels or restaurants to communicate with guests before their arrival?

- a. I don't know the different features of reservation systems that allow communication with guests before their arrival
- b. I know a little about the features of reservation systems that allow communication with guests, but I need help to understand how to use them
- c. I know the features of reservation systems that allow communication with guests before their arrival
- d. I know very well the features of reservation systems that allow communication with guests before their arrival, I can give examples, and explain them to others

3. Do you know how to use real-time (synchronous) and delayed (asynchronous) communication when working in a team?

- a. I don't know how to use real-time and delayed communication in teamwork
- b. I know a little about how to use real-time and delayed communication in teamwork, but I need help to apply it properly
- c. I know how to use real-time and delayed communication in teamwork
- d. I know very well how to use real-time and delayed communication in teamwork, I can give examples, and explain it to others

4. Do you know what digital tools can be used in hotels or restaurants to manage communication between team members?

- a. I don't know what digital tools can be used in the hotel and/or catering industry to manage team communication
- b. I know a little about digital tools can be used to manage team communication, but I need help to understand them better
- c. I know what digital tools can be used in the hotel and/or catering industry to manage team communication
- d. I know very well what digital tools can be used in the hotel and/or catering industry to manage team communication, I can give examples, and explain them to others.

DIGITAL CONTENT CREATION

1. Do you know what are the basic rules for formatting texts and photos before publishing them?

- a. I don't know the basic rules for formatting texts and photos before publishing them
- b. I know a little about the basic rules for formatting texts and photos before publishing them, but I don't fully know how to apply them
- c. I know the basic rules for formatting texts and photos before publishing them
- d. I know very well the basic rules for formatting texts and photos before publishing them, I can give examples, and explain them to others

2. Do you know why you can't use all photos found on the Internet in promotional materials?

- a. I don't know why I can't use all photos found on the Internet in promotional materials
- b. I know a little about why I can't use all photos found on the Internet in promotional materials, but I don't fully understand the reasons
- c. I know why I can't use all photos found on the Internet in promotional materials
- d. I know very well why I can't use all photos found on the Internet in promotional materials, I can give examples, and explain it to others

3. Do you know which features make an online promotion effective and engaging?

- a. I don't know which features make an online promotion effective and engaging
- b. I know a little about which features make an online promotion effective and engaging, but I don't fully know how to create one
- c. I know which features make an online promotion effective and engaging
- d. I know very well which features make an online promotion effective and engaging, I can give examples, and explain them to others.

4. Do you know what the content management system (CMS) is for?

- a. I don't know what the content management system (CMS)
- b. I know a little about what the content management system (CMS) is for, but I don't fully know how it works
- c. I know what the content management system (CMS) is for
- d. I know very well what the content management system (CMS) is for, I can give examples, and explain how it can be used in a hotel or restaurant.

SAFETY

1. Do you know how to recognize suspicious links, emails, or attachments that could be harmful?

- a. I don't know how to recognize suspicious links, emails, or attachments
- b. I know a little about how to recognize suspicious links, emails, or attachments, but I'm not always sure
- c. I know how to recognize suspicious links, emails, or attachments
- d. I know very well how to recognize suspicious links, emails, or attachments, I can give examples, and I can explain what to avoid

2. Do you know how to create secure passwords?

- a. I don't know how to create secure passwords
- b. I know a little about how to create secure passwords, but I don't fully know the rules
- c. I know how to create secure passwords
- d. I know very well how to create secure passwords, I can give examples, and I can explain the rules to others

3. Do you know how to protect yourself and your institution against data fraud?

- a. I don't know how to protect myself and my institution against data fraud
- b. I know a little about how to protect myself and my institution against data fraud, but I don't fully know what to do
- c. I know how to protect myself and my institution against data fraud
- d. I know very well how to protect myself and my institution against data fraud, I can give examples, and I can explain these methods to others.

4. Do you know your institution's cybersecurity rules?

- a. I don't know my institution's cybersecurity rules
- b. I know a little about my institution's cybersecurity rules, but I don't fully know how to follow them
- c. I know my institution's cybersecurity rules
- d. I know very well my institution's cybersecurity rules, I can give examples, and I can explain them to others

PROBLEM SOLVING

1. Do you know how to communicate when you need to quickly find a solution to a problem?

- a. I don't know how to communicate when I need to quickly find a solution to a problem
- b. I know a little about how to communicate when I need to quickly find a solution to a problem, but I don't fully know how to do it effectively
- c. I know how to communicate when I need to quickly find a solution to a problem
- d. I know very well how to communicate when I need to quickly find a solution to a problem, I can give examples, and I can explain to others how to do it effectively

2. Do you know how to choose the right digital tool (like an app or online platform) to solve a work-related problem?

- a. I don't know how to choose the right digital tool to solve problems at work
- b. I know which tool to use to some extent, but I need help to do it properly
- c. I usually know how to choose the right tool to solve a work-related problem

- d. I'm confident in choosing the right tool to solve a work-related problem, I can give examples, and explain it to others

3. Do you know how to look for solutions online (e.g. by using search engines, help centers, or forums) when something goes wrong at work?

- a. I don't know how to look for solutions online when something goes wrong at work
- b. I know a little about how to look for solutions online, but I need help to do it properly
- c. I know how to look for solutions online when something goes wrong at work
- d. I know very well how to look for solutions online, I can give examples, and I can explain to others how to do it

4. Do you know how to report a recurring problem with the application and/or system you use?

- a. I don't know how to report a recurring problem with the application and/or system I use
- b. I know a little about how to report a recurring problem with the application and/or system I use, but I don't fully know the correct procedure
- c. I know how to report a recurring problem with the application and/or system I use
- d. I know very well how to report a recurring problem with the application and/or system I use, I can give examples, and I can explain to others how to do it

SKILLS

INFORMATION AND DATA LITERACY

- 1. Can you edit online documents that are shared with others at work or with students (like procedures, instructions, or task lists)?**
 - a. I can't edit shared online documents used at work
 - b. I can edit shared online documents used at work to some extent, but I need help to do it properly
 - c. I can edit shared online documents used at work and I can do it on my own
 - d. I can edit shared online documents used at work very well and I can explain to others how to do it.

- 2. Can you assign tasks to students in a digital system (like Asana, Google Classroom, or Moodle)?**
 - a. I can't assign tasks to students in a digital system
 - b. I can assign tasks to students in a digital system to some extent, but I need help to do it properly
 - c. I can assign tasks to students in a digital system and I can do it on my own
 - d. I can assign tasks to students in a digital system very well and I can explain to others how to do it.

- 3. Can you use spreadsheets to organize data related to your everyday work (like schedules, shopping lists, or reservations)?**
 - a. I can't use spreadsheets to organize data related to everyday work

- b. I can use spreadsheets to organize data related to everyday work to some extent, but I need help to do it properly
- c. I can use spreadsheets to organize data related to everyday work and I can do it on my own
- d. I can use spreadsheets to organize data related to everyday work very well and I can explain to others how to do it

4. Can you use online training materials to learn more about digital systems used in hotels or restaurants?

- a. I can't use online training materials about digital systems
- b. I can use online training materials about digital systems a little, but I need help to do it properly
- c. I can use online training materials about digital systems and I can find the necessary information on my own
- d. I can use online training materials about digital systems very well, and I can explain to others how to do it.

5. Can you recognize when online content might be false or misleading for students (for example, wrong or confusing information)?

- a. I can't recognize when online content may be false or misleading for students
- b. I can recognize false or misleading content a little, but I need help to understand how it affects students
- c. I can recognize false or misleading content and I can assess its impact on my own
- d. I can recognize false or misleading content very well, and I can explain to others why it's dangerous.

6. Can you choose reliable online sources to prepare teaching materials (for example, articles, videos, or websites)?

- a. I can't choose reliable online sources for teaching materials
- b. I can choose reliable sources to some extent, but I need help to do it properly
- c. I can choose reliable online sources for teaching on my own
- d. I can choose reliable online sources very well and I can explain to others how to do it.

7. Can you manage your work using digital tools?

- a. I can't manage my work with the help of digital tools
- b. I can manage my work with digital tools to some extent, but I need help to do it properly
- c. I can manage my work using digital tools and I can do it on my own
- d. I can manage my work using digital tools very effectively and I can explain to others how to do it.

COMMUNICATION AND COOPERATION

1. Can you use various email features (like filtering messages, using labels, or setting automatic replies)?

- a. I can't use various email features like filtering messages, using labels, or setting automatic replies
- b. I can use various email features to some extent, but I need help to use them properly
- c. I can use various email features like filtering messages, using labels, and setting automatic replies on my own
- d. I can use various email features very well and I can explain to others how to use them effectively in daily work.

2. Can you use digital tools to organize group work and collaboration among students (for example, through shared documents or communication platforms)?

- a. I can't use digital tools to organize group work among students
- b. I can use digital tools for group work to some extent, but I need help to do it properly
- c. I can use digital tools to organize student collaboration and I can do it on my own
- d. I can use digital tools for group work very well and I can explain to others how to do it.

3. Can you organize an online meeting with students?

- a. I can't organize an online meeting with students
- b. I can organize an online meeting with students to some extent, but I need help to do it properly
- c. I can organize an online meeting with students and I can manage it on my own
- d. I can organize online meetings with students very effectively and I can teach others how to do it

4. Can you use ChatGPT or a similar tool to prepare a response to a question (like an email, welcome message, or feedback reply)?

- a. I can't use ChatGPT or a similar tool to prepare a response to a question.
- b. I can use ChatGPT or a similar tool to prepare a response a little, but I need help to do it properly.

- c. I can use ChatGPT or a similar tool to prepare a response to a question and I can do it on my own.
- d. I can use ChatGPT or a similar tool very well to prepare a response, and I can explain to others how to adapt the content.

5. Can you give students clear instructions on how to use a digital tool (like joining a class, submitting homework, or accessing resources)?

- a. I can't give students instructions on how to use a digital tool
- b. I can give students instructions to some extent, but I need help to make them clear and easy to follow
- c. I can give students clear instructions on how to use a digital tool and I can do it on my own
- d. I can give clear, step-by-step instructions on how to use digital tools and I can explain to others how to do it.

6. Can you use a shared online calendar to plan meetings or deadlines with students or colleagues?

- a. I can't use a shared online calendar to plan meetings or deadlines
- b. I can use a shared online calendar a little, but I need help to do it properly
- c. I can use a shared online calendar to plan meetings or deadlines on my own
- d. I can use shared calendars very well and I can explain to others how to use them effectively.

7. Can you give students feedback using digital tools (like comments in shared documents or learning platforms)?

- a. I can't give students feedback using digital tools

- b. I can give feedback using digital tools to some extent, but I need help to do it properly
- c. I can give students feedback using digital tools on my own
- d. I can give effective feedback using digital tools and I can teach others how to do it.

DIGITAL CONTENT CREATION

1. Can you create and share a digital document with students (like a worksheet, reading list, or presentation)?

- a. I can't create and share a digital document with students
- b. I can create and share a digital document with students to some extent, but I need help to do it properly
- c. I can create and share a digital document with students and I can do it on my own
- d. I can create and share digital documents with students very effectively and I can explain to others how to do it.

2. Can you publish a post promoting a school event or student project on Facebook, Instagram, or TikTok?

- a. I can't publish a post promoting a school event or student project on social media
- b. I can publish a post promoting a school event or project, but I need help to do it properly
- c. I can publish a post promoting a school event or student project on my own
- d. I can publish a post promoting a school event or student project very well and I can explain how to do it to others.

3. Can you prepare a brief for someone creating digital materials to promote school activities or student achievements?

- a. I can't prepare a brief for someone creating digital materials
- b. I can prepare a brief, but I need help to do it properly
- c. I can prepare a brief for digital materials and I can do it on my own
- d. I can prepare a brief very well and I can explain how to do it to others

4. Can you check if your school's communication (in newsletters, social media, or announcements) is consistent and clear?

- a. I can't check if the school's communication is consistent and clear
- b. I can check the school's communication a little, but I need help to do it properly
- c. I can check the consistency and clarity of school communication on my own
- d. I can check the school's communication very well, and I can explain to others how to do it.

5. Can you adapt digital content (like a presentation or handout) to make it more accessible for different student needs (for example, by adjusting layout or adding subtitles)?

- a. I can't adapt digital content to make it more accessible for different student needs
- b. I can adapt digital content a little, but I need help to do it properly
- c. I can adapt digital content to student needs and I can do it on my own
- d. I can adapt digital content very well to different student needs and I can explain to others how to do it.

6. Can you create educational materials for students using digital tools (like videos, interactive exercises, or online quizzes)?

- a. I can't create educational materials using digital tools
- b. I can create digital educational materials to some extent, but I need help to do it properly
- c. I can create digital educational materials for students and I can do it on my own
- d. I can create high-quality digital educational materials and I can explain to others how to do it

7. Can you find and use online educational materials (like videos, lesson plans, or interactive resources) to support your teaching?

- a. I can't find or use online educational materials for my teaching
- b. I can use online educational materials to some extent, but I need help to do it properly
- c. I can find and use online educational materials effectively on my own
- d. I can use online educational materials very well and I can explain to others how to integrate them into teaching.

SAFETY

1. Can you block suspicious emails (like fake links, dangerous attachments, or phishing)?

- a. I can't block suspicious emails
- b. I can block suspicious emails to some extent, but I need help to do it properly
- c. I can block suspicious emails and I can do it on my own
- d. I can block suspicious emails very well and I can explain it to others

2. Can you store digital files securely to protect student data?

- a. I can't store digital files securely to protect student data.
- b. I can store digital files securely a little, but I need help to do it properly.
- c. I can store digital files securely to protect student data and I can do it on my own.
- d. I can store digital files securely to protect student data very well, and I can explain to others how to do it.

3. Can you log in securely to digital systems by following security rules (like using two-factor authentication)?

- a. I can't log in securely to digital systems by following security rules.
- b. I can log in securely to digital systems a little, but I need help to do it properly.
- c. I can log in securely to digital systems by following security rules and I can do it on my own.
- d. I can log in securely to digital systems by following security rules very well, and I can explain to others how to do it.

4. Can you explain to students how to stay safe online (for example, by protecting their passwords or avoiding suspicious links)?

- a. I can't explain to students how to stay safe online
- b. I can explain online safety to students a little, but I need help to do it properly
- c. I can explain to students how to stay safe online and I can do it on my own
- d. I can explain online safety to students very well and I can teach others how to do it

5. Can you check if the websites or online tools you recommend to students are safe and trustworthy?

- a. I can't check if websites or online tools are safe and trustworthy
- b. I can check websites or online tools a little, but I need help to do it properly
- c. I can check if websites or online tools are safe and trustworthy and I can do it on my own
- d. I can check the safety and trustworthiness of websites or online tools very well and I can explain how to do it to others

6. Can you follow your school's procedures for protecting personal and sensitive student information?

- a. I can't follow my school's procedures for protecting personal and sensitive student information
- b. I can follow these procedures to some extent, but I need help to do it correctly
- c. I can follow my school's procedures for protecting student information and I can do it on my own
- d. I can follow my school's procedures very well and I can explain them to others

7. Can you update software and apps on your school devices to keep them secure?

- a. I can't update software and apps on school devices
- b. I can update software and apps a little, but I need help to do it properly
- c. I can update software and apps on my school devices and I can do it on my own
- d. I can update software and apps very well and I can explain to others how to do it.

PROBLEM SOLVING

1. Can you use digital tools to support students during practical training (for example, by showing tutorials, using simulations, or tracking progress)?

- a. I can't use digital tools to support students during practical training
- b. I can use digital tools during practical training to some extent, but I need help to do it properly
- c. I can use digital tools to support students during practical training and I can do it on my own
- d. I can use digital tools during practical training very well and I can explain to others how to do it

2. Can you support students in choosing the right digital format for their work (for example, when preparing a menu, report, or instruction)?

- a. I can't support students in choosing the right digital format for their work
- b. I can support students in choosing the right digital format for their work a little, but I need help to do it properly
- c. I can support students in choosing the right digital format and I can do it on my own
- d. I can support students very well in choosing the right format and I can explain to others how to do it

3. Can you adjust digital content or tools to make them easier for students to use during practical tasks (like simplifying a form or choosing an intuitive app)?

- a. I can't adjust digital content or tools to make them easier for students to use
- b. I can adjust digital content or tools to make them easier for students to use a little, but I need help to do it properly
- c. I can adjust digital content or tools to help students and I can do it on my own

- d. I can adjust digital tools for students very well and I can explain to others how to do it.

4. Can you show your students how to find instructions for what to do if electronic equipment or a digital system fails?

- a. I can't show my students how to find instructions for what to do if equipment or a system fails
- b. I can show my students how to find such instructions a little, but I need help to do it properly
- c. I can show my students how to find and use instructions in case of a failure, and I can do it on my own
- d. I can show my students very well how to find and use instructions, and I can explain to others how to do it.

5. Can you show your students how to use a tool like ChatGPT to ask about something related to everyday work (like guest greetings or complaint responses)?

- a. I can't show my students how to use a tool like ChatGPT to ask about everyday work
- b. I can show my students how to use such a tool a little, but I need help to do it properly
- c. I can show my students how to use a tool like ChatGPT for everyday work and I can do it on my own
- d. I can show my students very well how to use a tool like ChatGPT for everyday work and I can explain to others how to do it.

6. Can you guide students in finding information online to solve a task during training (like comparing suppliers or creating a digital menu)?

- a. I can't guide students in finding information online to solve a hospitality task
- b. I can guide students a little, but I need help to do it properly
- c. I can guide students in finding information online for hospitality tasks and I can do it on my own
- d. I can guide students very well and I can explain to others how to help students find and use digital information effectively

7. Can you help students solve problems when a digital tool doesn't work during a lesson or training (for example, a shared document or booking system stops responding)?

- a. I can't help students solve problems when a digital tool doesn't work
- b. I can help students solve problems when a digital tool doesn't work a little, but I need support to do it properly
- c. I can help students solve problems with digital tools and I can do it on my own
- d. I can help students solve digital tool problems very well and I can explain to others how to do it.

ATTITUDES

INFORMATION AND DATA LITERACY

1. Are you interested in learning about new digital technologies that can support teaching in the accommodation and food sector?

- a. I'm not interested in learning about digital technologies that can support teaching
- b. I'm interested in learning about digital technologies to some extent, but I need support to understand their use
- c. I'm interested in learning about digital technologies that can support teaching and I can do it on my own
- d. I'm interested in learning about digital technologies that can support teaching and I encourage others to do the same

2. Are you willing to share your experience of using digital tools in teaching with other teachers?

- a. I'm not willing to share my experience of using digital tools in teaching
- b. I'm willing to share my experience to some extent, but I need support to do it effectively
- c. I'm willing to share my experience and I can do it on my own
- d. I'm very willing to share my experience and I encourage others to do the same

3. Are you open to learning how to use new systems that enable data analysis?

- a. I'm not open to learning how to use new systems that enable data analysis.

- b. I'm open to learning how to use new systems to some extent, but I need support to find my way around them.
- c. I'm open to learning how to use new systems that enable data analysis and I can do it on my own.
- d. I'm open to learning how to use new systems that enable data analysis and I encourage others to do the same.

4. Are you willing to explore how digital technologies can help you better understand your students' learning needs?

- a. I'm not willing to explore how digital technologies can help me understand students' learning needs
- b. I'm willing to explore this to some extent, but I need support to do it effectively
- c. I'm willing to explore digital technologies and I can use them on my own to understand students' learning needs
- d. I'm very willing to explore digital technologies and I encourage others to do the same.

COMMUNICATION AND COOPERATION

1. Are you interested in learning more about data protection and privacy in digital communication?

- a. I'm not interested in learning more about data protection and privacy in digital communication
- b. I'm interested to some extent, but I need support to get started
- c. I'm interested in learning about data protection and privacy and I can do it on my own
- d. I'm very interested in learning about data protection and privacy and I encourage others to do the same

2. Are you open to providing feedback to students using online tools?

- a. I'm not open to providing feedback to students using online tools
- b. I'm open to providing feedback to some extent, but I need support to do it confidently
- c. I'm open to providing feedback using online tools and I can do it on my own
- d. I'm fully open to providing feedback using online tools and I encourage others to do the same

3. Are you open to using digital tools to support teamwork between students (for example, shared documents or messaging apps)?

- a. I'm not open to using digital tools to support teamwork between students
- b. I'm open to using such tools to some extent, but I need support to use them effectively
- c. I'm open to using digital tools to support student teamwork and I can do it on my own
- d. I'm fully open to using digital tools to support student teamwork and I encourage others to do the same

4. Are you open to testing new tools that support online collaboration (like Zoom, Google Meet, or WhatsApp)?

- a. I'm not open to testing new tools that support online collaboration
- b. I'm open to testing such tools to some extent, but I need help to understand how they work
- c. I'm open to testing new tools that support online collaboration and I can do it on my own

- d. I'm open to testing new tools that support online collaboration and I encourage others to do the same.

DIGITAL CONTENT CREATION

1. Are you willing to make the content you create accessible and understandable also to people who have difficulties with using digital tools (e.g., using clear language, adding subtitles, using contrasting colors)?

- a. I'm not willing to make the content I create accessible and understandable to people with digital limitations
- b. I'm willing to make the content accessible to some extent, but I need help to do it correctly
- c. I'm willing to make the content accessible and I can do it on my own
- d. I'm fully willing to make the content accessible and I encourage others to do the same.

2. Are you open to testing new digital content creation tools?

- a. I'm not open to testing new digital content creation tools
- b. I'm open to testing such tools to some extent, but I need support to get started
- c. I'm open to testing digital content creation tools and I can do it on my own
- d. I actively test digital content creation tools and I encourage others to do the same.

3. Do you follow new trends related to visual identification in the media?

- a. I don't follow new trends related to visual identification in the media

- b. I follow such trends to some extent, but I don't know how to use them
- c. I follow trends in visual identification and I can apply them on my own
- d. I follow trends in visual identification and I encourage others to do the same

4. Do you see any potential risks associated with using generative AI to create content?

- a. I don't see any potential risks associated with using generative AI to create content
- b. I see some risks, but I need help to understand them properly
- c. I see the risks of using generative AI to create content and I can manage them on my own
- d. I clearly see the risks of using generative AI and I encourage others to use it responsibly.

SAFETY

1. Are you willing to report digital safety risks (like phishing emails or suspicious activity) when you notice them at work?

- a. I'm not willing to report digital safety risks
- b. I'm willing to report digital safety risks, but I need help to know how
- c. I'm willing and able to report digital safety risks on my own
- d. I always report digital safety risks and I encourage others to do the same.

2. Do you encourage students and colleagues to consciously follow cybersecurity rules?

- a. I don't encourage students and colleagues to consciously follow cybersecurity rules

- b. I encourage others to follow cybersecurity rules to some extent, but I need help to do it effectively
- c. I encourage students and colleagues to follow cybersecurity rules and I can do it on my own
- d. I actively promote awareness of cybersecurity rules and I encourage others to do the same.

3. Are you open to acquiring new knowledge and skills in cybersecurity?

- a. I'm not open to acquiring new knowledge and skills in cybersecurity
- b. I'm open to acquiring new knowledge and skills in cybersecurity to some extent, but I need encouragement or support
- c. I'm open to acquiring new knowledge and skills in cybersecurity and I can do it on my own
- d. I'm fully open to acquiring new knowledge and skills in cybersecurity and I encourage others to do the same.

4. Are you open to talking with students about the risks of unsafe digital behavior (like sharing passwords or clicking unknown links)?

- a. I'm not open to talking with students about unsafe digital behavior
- b. I'm open to talking about it to some extent, but I need support to do it effectively
- c. I'm open to discussing risks of unsafe digital behavior and I can do it on my own
- d. I actively talk with students about digital risks and I encourage others to do the same.

PROBLEM SOLVING

1. Are you willing to develop your digital skills?

- a. I'm not willing to develop my digital skills.
- b. I'm a little willing to develop my digital skills, but I need help to do it properly
- c. I'm willing to develop my digital skills and I can do it on my own.
- d. I'm very willing to develop my digital skills and I can encourage others to do it too.

2. Are you open to changes in the way of working resulting from the introduction of digital tools and solutions?

- a. I'm not open to changes in the way of working resulting from digital tools and solutions
- b. I'm open to such changes to some extent, but I need help to adapt properly
- c. I'm open to changes in the way of working and I can adapt on my own
- d. I'm fully open to changes in the way of working and I encourage others to adapt to them as well.

3. Do you use digital sources of information when facing a problem or difficult situation?

- a. I don't use digital sources of information when facing a problem or difficult situation
- b. I try to use digital sources, but I need help to find and understand reliable information
- c. I use digital sources of information and I can find solutions on my own
- d. I regularly use trusted digital sources and I encourage others to do the same

4. Do you encourage students and colleagues to improve their work using digital tools/solutions (e.g., using ChatGPT or AI assistant)?

- a. I don't encourage students and colleagues to improve their work using digital tools or solutions
- b. I try to encourage others to use digital tools, but I need help to do it effectively
- c. I encourage others to use digital tools and I can do it on my own
- d. I actively promote the use of digital tools and I encourage others to do the same.

DIGITAL SKILLS ASSESSMENT TOOL: STUDENT QUESTIONNAIRE

KNOWLEDGE

INFORMATION AND DATA LITERACY

- 1. Do you know any tools or systems that hotels or restaurants use to understand their data (for example, about guests, bookings, or sales)?**
 - a. I don't know what tools or systems hotels or restaurants use to understand their data
 - b. I know a little about such tools or systems, but I need help to understand how they work
 - c. I know what tools or systems hotels or restaurants use to analyze their data
 - d. I know very well what tools or systems are used to analyze data in hotels or restaurants, I can give examples and explain how they work.

2. Do you know how hotels or restaurants use data to offer better services for different customers?

- a. I don't know how hotels or restaurants use data to offer better services
- b. I know a little about it, but I need help to understand it better
- c. I know how hotels or restaurants use data to adapt their offers to customer needs
- d. I know very well how hotels or restaurants use data to adapt their services, I can give examples and explain it to others.

3. Do you know what digital tools are used in hotels or restaurants to keep in touch with customers and build good relationships with them?

- a. I don't know what digital tools are used to manage customer relationships
- b. I know a little about these tools, but I need help to understand how they work
- c. I know what digital tools are used in hotels or restaurants to manage relationships with customers
- d. I know very well what tools are used to manage customer relationships, I can give examples and explain how they work

4. Do you know what digital skills are needed to work in a modern hotel or restaurant?

- a. I don't know what digital skills are needed to work in a hotel or restaurant
- b. I know a little about the digital skills needed, but I'm not sure which ones are important
- c. I know what digital skills are needed to work in a hotel or restaurant
- d. I know very well what digital skills are needed, I can give examples and explain their importance to others

COMMUNICATION AND COOPERATION

1. Do you know the basic rules for polite and professional online communication (for example, when writing to customers or coworkers)?

- a. I don't know the basic rules for polite and professional online communication
- b. I know a little about the rules, but I need help to use them correctly
- c. I know the basic rules for polite and professional online communication
- d. I know the rules very well, I can give examples, and explain them to others.

2. Do you know how hotel or restaurant booking systems let staff communicate with guests before they arrive?

- a. I don't know how booking systems help communicate with guests
- b. I know a little about it, but I need help to understand how these systems work
- c. I know how booking systems are used to communicate with guests before their arrival
- d. I know very well how booking systems support communication with guests, I can give examples and explain how they work

3. Do you know when to use real-time (like chat or video calls) and delayed (like email or messages) communication when working with others?

- a. I don't know how to use real-time and delayed communication in teamwork
- b. I know a little about it, but I need help to use it properly
- c. I know when and how to use real-time and delayed communication in teamwork
- d. I know very well how to use both types of communication in teamwork, I can give examples and explain it to others

4. Do you know what digital tools hotels or restaurants use so staff can communicate and work together?

- a. I don't know what digital tools are used in hotels or restaurants for team communication
- b. I know a little about such tools, but I need help to understand how they are used
- c. I know what digital tools are used in hotels or restaurants to support communication between staff
- d. I know very well what tools are used for communication in hotel or restaurant teams, I can give examples and explain how they work

DIGITAL CONTENT CREATION

1. Do you know why you can't just use any photo from the Internet in a presentation or a promotional post?

- a. I don't know why I can't use any photo from the Internet
- b. I know a little about it, but I don't fully understand the reasons
- c. I know why some photos from the Internet can't be used freely in school work or promotions
- d. I know very well why not all online photos can be used, I can give examples and explain the rules to others

2. Do you know what makes an online post or promotion attractive and effective (for example, for a school event or project)?

- a. I don't know what makes an online post or promotion effective and engaging
- b. I know a little about it, but I'm not sure how to create one myself

- c. I know what makes an online promotion effective and engaging
- d. I know very well what makes online promotions successful, I can give examples and explain how to make them engaging

3. Do you know how to create a simple visual for online use (like a poster, infographic, or social media post) using a digital tool?

- a. I don't know how to create visuals using digital tools
- b. I know a little about creating visuals, but I need help to do it properly
- c. I know how to create a simple visual using a digital tool
- d. I know very well how to create visuals for online use, I can give examples and explain how to do it.

4. Do you know how to adapt digital content (like a text or image) so it fits different platforms (for example, Instagram, a website, or a presentation)?

- a. I don't know how to adapt digital content for different platforms
- b. I know a little about it, but I need help to do it properly
- c. I know how to adapt digital content to different platforms
- d. I know very well how to adjust digital content depending on where it will be used, I can give examples and explain how to do it.

SAFETY

1. Do you know how to recognize suspicious links, emails, or attachments that might be dangerous?

- a. I don't know how to recognize suspicious links, emails, or attachments

- b. I know a little about how to recognize them, but I'm not always sure
- c. I know how to recognize suspicious links, emails, or attachments
- d. I know very well how to recognize them, I can give examples and explain what to avoid

2. Do you know how to create strong and secure passwords?

- a. I don't know how to create secure passwords
- b. I know a little about creating secure passwords, but I don't fully know the rules
- c. I know how to create secure passwords
- d. I know very well how to create secure passwords, I can give examples and explain the rules to others

3. Do you know how to protect your personal data when using digital tools (for example, in school or during internships)?

- a. I don't know how to protect my personal data
- b. I know a little about protecting my data, but I'm not sure what to do in all situations
- c. I know how to protect my personal data when using digital tools
- d. I know very well how to protect my data, I can give examples and explain what to do

4. Do you know the basic cybersecurity rules that apply in your school or training institution?

- a. I don't know the cybersecurity rules in my school or training institution
- b. I know a little about them, but I'm not sure how to follow them correctly

- c. I know the cybersecurity rules in my school or training institution
- d. I know the rules very well, I can give examples and explain them to others.

PROBLEM SOLVING

1. Do you know how to communicate online in situations where you need to quickly solve a problem (for example, during a group project or when something isn't working)?

- a. I don't know how to communicate online in situations where a quick solution is needed
- b. I know a little about how to communicate online in urgent situations, but I don't fully know how to do it effectively
- c. I know how to communicate online in situations requiring quick action
- d. I know very well how to communicate online in urgent situations, I can give examples and explain it to others

2. Do you know how to report a recurring problem with an app or digital system you use for learning or communication?

- a. I don't know how to report a recurring problem with an application or system
- b. I know a little about how to report recurring problems, but I don't fully know the procedure
- c. I know how to report a recurring problem with an application or system
- d. I know very well how to report recurring problems, I can give examples and explain to others how to do it effectively.

3. Do you know how to choose the right digital tool (like an app or platform) to solve a problem related to your schoolwork or teamwork?

- a. I don't know how to choose the right digital tool to solve problems at school
- b. I know which tool to use to some extent, but I need help to do it properly
- c. I usually know how to choose the right tool to solve a school-related problem
- d. I'm confident in choosing the right tool to solve a school-related problem, I can give examples and explain it to others.

4. Do you know how digital tools are used in hotels or restaurants to solve customer service problems (like managing bookings or answering questions)?

- a. I don't know how digital tools can support customer service
- b. I know a little about how digital tools support customer service, but I don't fully know how they work
- c. I know how digital tools support customer service
- d. I know very well how digital tools support customer service, I can give examples and explain it to others.

SKILLS

INFORMATION AND DATA LITERACY

1. Can you edit shared online documents used for school or group projects (like presentations, instructions, or task lists)?

- a. I can't edit shared online documents
- b. I can edit shared documents a little, but I need help to do it properly

- c. I can edit shared online documents for school or group work on my own
- d. I can confidently edit shared online documents and I can explain to others how to do it.

2. Can you use an online calendar to check your school schedule or plan your week?

- a. I can't use an online calendar
- b. I can use an online calendar a little, but I need help to do it properly
- c. I can use an online calendar to check or plan my schedule on my own
- d. I can confidently use an online calendar and I can explain to others how to use it.

3. Can you check your assignments or tasks in a digital system (like Google Classroom, Moodle, or another school platform)?

- a. I can't check my assignments or tasks in a digital system
- b. I can check them a little, but I need help to do it properly
- c. I can check my assignments or tasks on my own
- d. I can confidently check assignments or tasks in digital systems and explain to others how to do it.

4. Can you use spreadsheets to organize school-related information (like schedules, project data, or group tasks)?

- a. I can't use spreadsheets
- b. I can use spreadsheets a little, but I need help to do it properly
- c. I can use spreadsheets to organize information on my own
- d. I can confidently use spreadsheets and I can explain to others how to use them.

5. Can you use online learning materials (like videos, tutorials, or interactive lessons)?

- a. I can't use online learning materials
- b. I can use online learning materials a little, but I need help to do it properly
- c. I can use online learning materials and find the information I need on my own
- d. I can confidently use online learning materials and I can explain to others how to use them.

6. Can you find reliable information online to complete a school task or project?

- a. I can't find reliable information online for school tasks
- b. I can find information online a little, but I need help to check if it's reliable
- c. I can find reliable information online for my school tasks
- d. I can confidently find and check reliable information online, and I can explain to others how to do it.

7. Can you tell when online content might be false or misleading (for example, wrong information about a place or service)?

- a. I can't recognize false or misleading content online
- b. I can recognize misleading content a little, but I need help to do it correctly
- c. I can recognize false or misleading content and I know how to avoid it
- d. I can confidently spot false or misleading online content and I can explain to others how to do it.

COMMUNICATION AND COOPERATION

1. Can you work together with others on a shared digital document (like a group presentation or notes)?

- a. I can't work on shared digital documents with others
- b. I can work on shared documents a little, but I need help to do it properly
- c. I can work on shared digital documents with others on my own
- d. I can confidently work on shared documents and I can explain to others how to do it.

2. Can you use different email features (like sorting messages, adding labels, or setting automatic replies)?

- a. I can't use different email features
- b. I can use email features to some extent, but I need help to do it properly
- c. I can use email features like sorting, labeling, and auto-replies on my own
- d. I can use email features efficiently and I can explain to others how to use them.

3. Can you use messaging apps (like Teams, WhatsApp, or Messenger) to let others know about changes in your schedule (for example, for group work or a meeting)?

- a. I can't inform others about changes using messaging apps
- b. I can do it to some extent, but I need help to make my message clear
- c. I can inform others about changes using messaging apps on my own
- d. I can clearly inform others about schedule changes using messaging apps and I can explain how to do it.

4. Can you run an online meeting with your classmates using a video tool (like Zoom or Google Meet)?

- a. I can't run online meetings with classmates
- b. I can run an online meeting to some extent, but I need help to do it properly
- c. I can organize and run an online meeting with classmates on my own
- d. I can run online meetings effectively and I can explain to others how to do it.

5. Can you check if the style and design of school project materials (like a poster or presentation) are consistent and clear?

- a. I can't check if the style of school materials is consistent
- b. I can check it a little, but I need help to do it properly
- c. I can check if the style and layout of school materials are consistent
- d. I can check the style very well, give examples, and explain what could be improved.

6. Can you write a reply to an online comment or review in a polite and professional way (for example, in a school simulation or class task)?

- a. I can't write a reply to an online comment or review in a proper way
- b. I can write a reply to some extent, but I need help to follow a professional tone
- c. I can write a polite and appropriate reply to an online comment or review on my own
- d. I can write clear and professional replies and I can explain to others how to do it.

7. Can you give clear instructions to someone on how to leave a review online (for example, for a restaurant or a service)?

- a. I can't give instructions on how to leave a review online
- b. I can give instructions to some extent, but I need help to make them clear
- c. I can give clear instructions on how to leave a review online
- d. I can give step-by-step instructions and explain to others how to leave a review online.

DIGITAL CONTENT CREATION

1. Can you use ChatGPT or another AI tool to prepare a short text (like a message, greeting, or feedback)?

- a. I can't use ChatGPT or similar tools to prepare a short text
- b. I can use such tools to some extent, but I need help to do it properly
- c. I can use ChatGPT or similar tools to prepare a short message or reply on my own
- d. I can use ChatGPT or similar tools effectively and I can explain to others how to do it.

2. Can you recognize content that should not be published online (for example, because it breaks school rules or shares private information)?

- a. I can't recognize content that is inappropriate for publication
- b. I can recognize inappropriate content to some extent, but I need help to do it properly
- c. I can recognize content that should not be published and I know what to avoid

- d. I can recognize inappropriate content very well and I can explain to others how to do it.

3. Can you publish a social media post promoting a school event or class project (on Facebook, Instagram, or TikTok)?

- a. I can't publish a post promoting a school event or project
- b. I can publish a post to some extent, but I need help to do it properly
- c. I can publish a post promoting an event or project on my own
- d. I can publish social media posts effectively and I can explain to others how to do it.

4. Can you prepare a simple online announcement (about an event or a reminder) to post on a school website or class page?

- a. I can't prepare a simple online announcement
- b. I can prepare an announcement to some extent, but I need help to do it properly
- c. I can prepare and publish a simple online announcement on my own
- d. I can prepare announcements effectively and I can explain to others how to do it.

5. Can you write a clear description of a problem with school equipment (like a broken computer) so that someone can fix it?

- a. I can't write a description of a technical problem
- b. I can write a description to some extent, but I need help to make it clear
- c. I can write a clear description of a technical problem on my own

- d. I can write clear descriptions of technical issues and I can explain to others how to do it.

6. Can you create digital content to promote an event or idea (using tools like PowerPoint, Canva, or ChatGPT)?

- a. I can't create digital content for promotion
- b. I can create digital content to some extent, but I need help to do it properly
- c. I can create simple promotional content using digital tools on my own
- d. I can create promotional content effectively and I can explain to others how to do it.

7. Can you prepare a digital presentation (for example, in PowerPoint or Google Slides) to clearly explain a topic to your classmates?

- a. I can't prepare a digital presentation
- b. I can prepare a presentation to some extent, but I need help to make it clear and well-organized
- c. I can prepare a digital presentation on my own and explain a topic clearly
- d. I can confidently create effective presentations and I can explain to others how to do it well.

SAFETY

1. Can you log in to digital systems safely (for example, by using strong passwords or two-factor authentication)?

- a. I can't log in securely to digital systems
- b. I can log in securely to some extent, but I need help to do it properly
- c. I can log in securely using strong passwords or two-factor authentication

- d. I can log in securely and I can explain to others how to protect their data when logging in.

2. Can you block suspicious emails (like those with fake links or strange attachments)?

- a. I can't block suspicious emails
- b. I can block suspicious emails to some extent, but I need help to do it properly
- c. I can block suspicious emails and I know what to do in such situations
- d. I can block suspicious emails effectively and I can explain to others how to recognize and handle them.

3. Can you recognize signs that a computer or device might be infected with a virus?

- a. I can't recognize if a device is infected with a virus
- b. I can recognize signs of infection a little, but I need help to be sure
- c. I can recognize when a device might be infected and I know what to do
- d. I can recognize infection signs clearly and I can explain to others how to react.

4. Can you take the right steps if you think your personal data has been leaked or exposed?

- a. I can't take the right steps if my data has been exposed
- b. I can take some steps, but I need help to respond properly
- c. I can take the right steps on my own if I think my data has been exposed
- d. I can respond to data exposure effectively and I can explain to others what to do.

5. Can you store digital files in a safe way (for example, using passwords or backups)?

- a. I can't store digital files safely
- b. I can store digital files to some extent, but I need help to do it properly
- c. I can store digital files securely using passwords or backups
- d. I can store digital files safely and I can explain to others how to do it.

6. Can you create content that follows copyright rules (for example, when using images, music, or videos)?

- a. I can't create content that follows copyright rules
- b. I can create content with copyright in mind to some extent, but I need help
- c. I can create content that respects copyright rules and I know what to avoid
- d. I can create content in line with copyright rules and I can explain to others how to do it.

7. Can you tell which websites are safe to use (for example, when looking for information or downloading files)?

- a. I can't tell which websites are safe
- b. I can tell if a website is safe to some extent, but I need help to be sure
- c. I can usually tell which websites are safe to use
- d. I can confidently recognize safe websites and I can explain to others how to check them.

PROBLEM SOLVING

1. Can you reset a digital device or system (like a phone or app) to its original settings?

- a. I can't reset a device or system to its original settings
- b. I can reset it to some extent, but I need help to do it properly
- c. I can reset a device or system to its original settings on my own
- d. I can reset devices or systems very well and I can explain to others how to do it.

2. Can you find and follow instructions when a device or app stops working (for example, on a help page or tutorial)?

- a. I can't find instructions when something stops working
- b. I can find instructions to some extent, but I need help to use them
- c. I can find and follow instructions on my own when something goes wrong
- d. I can find and use instructions effectively and I can explain to others how to do it.

3. Can you explain to someone from technical support what's wrong when an app or device doesn't work properly?

- a. I can't explain to technical support what's wrong
- b. I can explain the problem to some extent, but I need help to do it clearly
- c. I can explain a technical problem on my own
- d. I can explain technical problems very well and I can show others how to do it.

4. Can you report a problem that keeps happening with an app or system you use for school or practical training?

- a. I can't report a recurring problem with an app or system
- b. I can report such problems to some extent, but I need help to do it properly
- c. I can report recurring problems on my own
- d. I can report problems clearly and I can explain to others how to do it.

5. Can you use a tool like ChatGPT to ask a question related to school or a practical task (for example, in a hotel or restaurant setting)?

- a. I can't use a tool like ChatGPT to ask study- or work-related questions
- b. I can use such tools to some extent, but I need help to use them properly
- c. I can use ChatGPT or similar tools on my own to support my learning or tasks
- d. I can use these tools very well and I can explain to others how to use them.

6. Can you try out a new app or digital platform for learning and check how it works?

- a. I can't try out new digital tools for learning
- b. I can try out new tools to some extent, but I need help to do it properly
- c. I can test new learning tools and use them on my own
- d. I can test and evaluate new digital tools confidently and I can explain to others how to use them.

7. Can you change basic settings in an app or system to make it work better for you (for example, language, notifications, or display)?

- a. I can't change basic settings in an app or system
- b. I can change some settings, but I need help to do it properly

- c. I can change settings on my own to improve how an app or system works
- d. I can adjust settings confidently and I can explain to others how to do it.

ATTITUDES

INFORMATION AND DATA LITERACY

1. Are you open to learning how to use new digital tools?

- a. I'm not open to learning how to use new digital tools
- b. I'm open to learning how to use new digital tools to some extent, but I need support to get started
- c. I'm open to learning how to use new digital tools and I can do it on my own
- d. I'm very open to learning how to use new digital tools and I encourage others to do it too.

2. Are you willing to spend time learning about new AI applications?

- a. I'm not willing to spend time learning about AI applications
- a. I'm willing to learn about AI applications, but I need support to get started
- b. I'm willing to learn about AI applications and can do it on my own
- c. I'm very willing to learn about AI applications and I encourage others to do it too.

3. Are you open to learning how to use data (like survey results or statistics) to support your ideas in a school work project?

- a. I'm not open to learning how to use data in my schoolwork project.

- b. I'm a little open to learning how to use data in my schoolwork project, but I need help to do it properly.
- c. I'm open to learning how to use data in my schoolwork project and I can apply it on my own.
- d. I'm very open to using data in my schoolwork project and I can help others use it too.

4. Are you willing to check if information you find online is true before using it in your schoolwork?

- a. I'm not willing to check if information I find online is true.
- b. I'm a little willing to check if information I find online is true, but I need help to do it properly.
- c. I'm willing to check if information I find online is true and I can do it on my own.
- d. I'm very willing to check if information I find online is true and I can encourage others to do it too.

COMMUNICATION AND COOPERATION

1. Are you willing to learn how to communicate politely and professionally with customers and colleagues online?

- a. I'm not willing to learn how to communicate politely and professionally online
- b. I'm willing to learn how to communicate politely and professionally online to some extent, but I need support to get started
- c. I'm willing to learn how to communicate politely and professionally online and I can do it on my own
- d. I'm fully willing to learn how to communicate politely and professionally online and I encourage others to do the same.

2. Are you willing to provide feedback to others using online tools?

- a. I'm not willing to provide feedback using online tools
- b. I'm willing to provide feedback using online tools to some extent, but I need support to feel confident
- c. I'm willing to provide feedback using online tools and I can do it on my own
- d. I'm fully willing to provide feedback using online tools and I encourage others to do the same.

3. Are you willing to help a classmate who has trouble using a digital communication tool?

- a. I'm not willing to help a classmate who has trouble using a digital communication tool.
- b. I'm a little willing to help a classmate, but I need help to do it properly.
- c. I'm willing to help a classmate who has trouble using a digital communication tool and I can do it on my own.
- d. I'm very willing to help a classmate who has trouble using a digital communication tool and I can encourage others to do it too.

4. Do you encourage others to use digital tools to work and communicate better?

- a. I don't encourage others to use digital tools to work and communicate better
- b. I encourage others to use digital tools to some extent, but I need help to do it well
- c. I encourage others to use digital tools and I can do it on my own

- d. I actively encourage others to use digital tools to work and communicate better and I support them in doing so.

DIGITAL CONTENT CREATION

1. Do you feel responsible for the reliability and credibility of the information you publish?

- a. I don't feel responsible for the reliability and credibility of the information I publish
- b. I feel responsible for the reliability and credibility of the information I publish to some extent, but I need guidance to do it properly
- c. I feel responsible for the reliability and credibility of the information I publish and I can do it on my own
- d. I fully feel responsible for the reliability and credibility of the information I publish and I encourage others to do the same.

2. Are you ready to learn how to create marketing materials?

- a. I'm not ready to learn how to create marketing materials
- b. I'm ready to learn how to create marketing materials to some extent, but I need support to get started
- c. I'm ready to learn how to create marketing materials and I can do it on my own
- d. I'm fully ready to learn how to create marketing materials and I encourage others to do the same.

3. Are you open to experimenting with different content formats published online (for example, videos, reels, infographics)?

- a. I'm not open to experimenting with different content formats published online
- b. I'm open to experimenting with different content formats to some extent, but I need guidance and inspiration to get started
- c. I'm open to experimenting with different content formats and I can do it on my own
- d. I'm fully open to experimenting with different content formats and I encourage others to do the same.

4. Are you willing to improve how you write or design digital materials for school tasks (like a presentation or poster)?

- a. I'm not willing to improve how I write or design digital materials for school tasks.
- b. I'm a little willing to improve how I write or design digital materials, but I need help to do it properly.
- c. I'm willing to improve how I write or design digital materials and I can do it on my own.
- d. I'm very willing to improve how I write or design digital materials and I can encourage others to do it too.

SAFETY

1. Are you open to checking and updating your privacy settings on social media to stay safe online?

- a. I'm not open to checking or updating my privacy settings on social media
- b. I'm a little open to it, but I need help to know what to change
- c. I'm open to checking and updating my privacy settings and I can do it on my own

- d. I'm very open to managing my privacy settings and I can help others do it too.

2. Do you encourage your colleagues to follow cybersecurity rules?

- a. I don't encourage my colleagues to follow cybersecurity rules
- b. I encourage my colleagues to follow cybersecurity rules to some extent, but I need help to do it effectively
- c. I encourage my colleagues to follow cybersecurity rules and I can do it on my own
- d. I actively encourage my colleagues to follow cybersecurity rules and I support them in doing so.

3. Are you open to learning how to protect your personal and customer data when working online or with digital tools?

- a. I'm not open to learning how to protect personal and customer data online.
- b. I'm a little open to learning how to protect data, but I need help to do it properly.
- c. I'm open to learning how to protect data and I can do it on my own.
- d. I'm very open to learning how to protect data and I can support others in doing it too.

4. Are you willing to report a digital safety problem (like a data leak or fake message) to your teacher or supervisor?

- a. I'm not willing to report a digital safety problem to my teacher or supervisor.
- b. I'm a little willing to report it, but I need help to do it properly.
- c. I'm willing to report a digital safety problem and I can do it on my own.

- d. I'm very willing to report a digital safety problem and I can encourage others to do it too.

PROBLEM SOLVING

1. Are you open to experimenting with new digital tools, even if you don't know yet exactly how they work?

- a. I'm not open to experimenting with new digital tools
- b. I'm a little open to it, but I feel unsure and need support to start
- c. I'm open to trying new digital tools and I can explore them on my own
- d. I enjoy trying new digital tools and I encourage others to explore and learn with me.

2. Are you open to changing the way you study or do school tasks when new digital tools or systems are introduced?

- a. I'm not open to changing how I study or work because of new digital tools
- b. I'm open to it a little, but I need support to see the benefits
- c. I'm open to changing how I study or work and I can do it on my own
- d. I'm fully open to making changes and I encourage others to try new tools too.

3. Do you encourage your classmates to try different options or settings in digital tools (like ChatGPT, AI tools, or learning platforms)?

- a. I don't encourage my classmates to explore digital tool settings
- b. I encourage them a little, but I need help to do it effectively
- c. I encourage others to try different settings and I can do it on my own
- d. I actively encourage others and I support them in using digital tools better.

4. Are you open to solving problems by looking for answers online (for example, using search engines, help pages, or tutorials)?

- a. I'm not open to looking for answers online
- b. I'm a little open to looking for answers online, but I need help to find good and reliable information
- c. I'm open to searching online and I can usually find solutions on my own
- d. I'm confident in finding solutions online and I encourage others to do the same.