

Extended reality applied to training

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Capital
Digital



Extended Reality

Introduction

- **Employment Services:** Need to assess and develop technical and transversal competences
- **Evolution in methodologies:** implementation of gamification: augmented reality, project-based learning and virtual reality

Main applications:

- Selection processes for bar and room waiter and floor waiter positions.
 - Competence training and evaluation
 - Measurement of 3 competences: autonomy, customer orientation and communication.
 - Main process: Opening of Hyatt hotel on Gran Vía
 - Job orientation:
 - Learning common tasks associated with the job





Extended reality applied to training

We simulate real contexts of situations that people will face in the course of their work so that, having experienced them in a digital context, they are better prepared to deal with them in the real world.



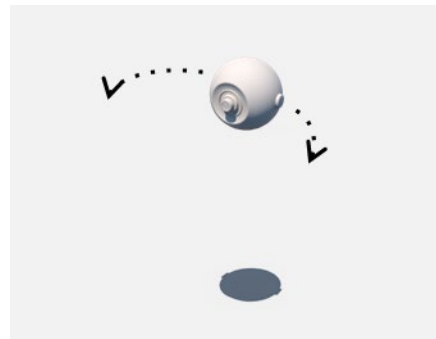
Training in cleaning

Situations requiring virtual interaction with digital hardware and software elements are simulated.



Different scenarios

The user has the opportunity to listen to the customers' conversation about what they expect from the service and their opinions.



Virtual assistant

It accompanies the user during the initial stages of training and introduces new functionalities.



Other protagonists

- Clients
- Other departments: laundry, reception, catering, security.



Final feedback

- User performance outcome of the experience:
- Compliance with the work plan
 - Organisation
 - Communication



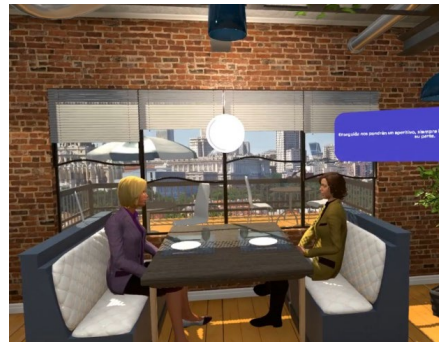
Training for waiters and waitresses

Digital technologies transform the occupation of 'waiter/waitress'...

... **decreasing the traditional activities** that are starting to be carried out by the customer himself with the restaurant app and other devices.

... and **strengthening the commercial role in** order to achieve customer loyalty.

In this context, it is essential to master transversal competences. The user is immersed in a reflective experience, listening to the customer, his needs, expectations, reactions, etc. in order to provide the best service to customers.



Customer feedback

The user has the opportunity to listen to the customers' conversation about what they expect from the service and their opinions.



Thoughts

Thoughts appear in response to various user interactions.



Communication of emotions

It shows the level of customer satisfaction and emoticons about their reactions.



Final feedback

User performance outcome of the experience:

- Quality of service
- Understanding the client
- Autonomy