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| **Fields of expertise** | **Work Situations** | **Aims** |
| **Communication** | Reception of the public and meeting the requestsImplementation of appropriate communication to the different interlocutors and to the different situationsPromotion of the structure and services that are being offered. | Determine needs and expectations in order to optimize the implementation of services |
| **Planning and work evaluation** | Preparation and structuring of activities,Evaluation of the implementation of activities,Proposed adjustments,Team management and evaluation. | Optimize the realization of the work by respecting the rules of hygiene and a adopt risk prevention approach |
| **Customer support** | Development of the living environment of theAnyone,Proposed activities for the well-being of theAnyone,Autonomous implementation of an interventionassistance to the person,Identification of problem situations andresponse developmentCommercial relationship with the user and/or thecustomerFollow-up of administrative procedures | Provide services in accordance with expectations and needs of the person and the staff's commitments |
| **Conception and implementation of an activity in hospitality and care** | Analysis of the needs and resources of a territory to offer a serviceNetworking of the various actorsOrganization of the hospitality and care activity | Contribute to the development of an individual or collective service project |