



ENRICHER hubs project

PROGRAM *for the 3^d Training week*

Title: *Service Design in action: Experiential learning methods and tools for competence in green tourism (example: Design Sprint)*

Location: [Comrat State University](#), Republic of Moldova, ATU Gagauzia
New building, Galatsana Street #17, floor 2, [Tekwill space](#)

January 20 Arrival at 20th of January, 2025 (*mun. Chisinau, voluntary program*)

14:30 Departure to Comrat from airport Chisinau (*according to own schedule or can be organized*)

Program Day 1, 21st of January, 2025 (Tekwill space)



10:00-10:30 Registration of Participants. Welcome Coffee

10:30-11:00 **Welcome Speech**

- Zaharia Serghei, Rector of CSU
- Svetlana Ghenova, Vice rector for science and international relations

Tourism destination management: evidence from Gagauzia autonomous region
(short presentations)

- General department of Economic and Tourism development (tbc)

11:00-13:00 **Training session 1: Welcome and Research Prep, Research question**

13:00-14:00 Lunch Break

14:30-15:30 **Training session 2:** Green tourism services: field experience from Ethno-touristic complex "[GAGAUZ SOFRASI](#)" (Congaz village), LARA TOUR Agency, Director Larisa Statova <https://discovergagauzia.md/en/attractions/>

15:30-16:00 Coffee Break

16:00-17:30 **Research phase – doing interviews**

(family members, staff, guests, RDA, Tourism department (Department of Economic Development and Tourism of ATU Gagauzia), Local Active Groups representatives, suppliers, environmental groups, etc.

18:00-20:00 Organized Dinner

Ethno-tourist complex: tasting of local cuisine

Program Day 2, 22nd of January, 2025 (Tekwill space)



9:30-10:45 **Training session 1: Desk research**

10:45-11:00 Coffee Break

11:00-13:00 **Training session 2: Research wall**

13:00-14:00 Lunch Break

14:00-15:30 **Training session 3**

15:30-16:00 Coffee Break

16:00-17:00 **Key insights & HMW questions**
(end of problem space)



Program Day 3, 23^d of January, 2025
(Tekwill space)



9:30-10:45 **Training session 1: ideation**

10:45-11:00 *Coffee Break*

11:00-13:00 **Training session 2: Start prototyping
Service Ad, first testing with guests
& concept sketch**

13:00-14:00 *Lunch Break*

14:00-15:30 **Training session 3: physical prototyping**

15:30-15:45 *Coffee Break*

15:45-17:00 **Training session 4: Prepare testing**

17:30-20:00 **Field experience** from [VINURI DE COMRAT](#) (Tour of the historical part of Vinery de Comrat, ancient cellars of the 19th century, Tasting rooms, photo session in national costumes)

Program Day 4, 24th of January, 2025
(Tekwill space)



9:30-10:45 **Training session 1: Testing with experts**

10:45-11:45 **Training session 2: Preparing presentations**

11:45 - 12:00 *Coffee Break*

12:00-13:30 **Presentations & closing session**
(continuation session 3)

13:30-14:00 **Transition to ToT4**

14:00-15:00 *Lunch Break*

15:00-16:00 *Departure to Chisinau* (according to own schedule or can be organized)