

Networking seminar on

"Monitoring and evaluation for EGF post 2020"

Athens
6 March 2019



Tervetuloa

Bienvenidos

Bienvenue

Vitaite

vinutu

Ongi etorriak Willkommen Добре дошли

Bem-vindo

Merhba

Witajcie

Welkom

Esiet sveicinati

Kaille

Benvinguts

Velkommen Üdvözöljük

Tere tulemast

Bun venit

Wëllkomm

Sveiki

Hos geldiniz Benvenuto

Dobrodoš/a Benvidos

Fáilte

Mišto avilan

Καλώς Ήλ

Croeso

Welcome





Introduction and welcome

European Commission

Fabienne Levy Head of Unit, DG EMPL F2



Towards Performance Orientation

Jeannette Monier
Deputy Head of Unit
Evaluation and Impact Assessment Unit, EC



Background

- 2013: Court of Auditor's special report on EGF: lack of reintegration objectives and performance data; added value cannot be demonstrated
- 2018: EGF mid-term evaluation: limited robustness of data available (and late delivery) hampered evaluation, due notably to limited monitoring requirements of the EGF Regulation (EU) No 1309/2013):
 - more detailed monitoring data on the category of workers (professional and educational background, employment status and the type of employment found would be crucial to assess effectiveness
 - Re-integration rates of dismissed workers into the job market are very case specific and difficulty to find suitable comparators of similar measures: thus assessment of performance is challenging
- Impact assessment on next EGF 2018: ensure performance orientation, reduce burden, align across funds where possible





Next EGF oriented towards performance

- Proposals will allow measuring the performance of a whole EGF case as such, in addition to the success of a specific measure by introducing:
 - common output and result indicators, focusing on type and quality of employment (e.g. permanent/non-permanent) and changes in the beneficiaries employability (e.g. qualifications gained)
 - case-specific targets
- Member States are required to include the delivery of performance data in their contracts with implementing bodies
- As in the past, Member States will need to provide a reasoned analysis of the extent to which the targets have been reached
 - **Article 19**: « ...the performance reporting system shall ensure that data for monitoring programme implementation and results are collected, efficiently, effectively and in a timely manner »





Common output indicators

- Common output indicators for EGF beneficiaries (status upon entering the EGF measures); data to be provided in <u>final report</u>
 - Unemployed*;
 - Inactive*;
 - Employed*;
 - Self-employed*;
 - Below 30 years of age*;
 - Above 54 years of age*;
 - With lower secondary education or less (ISCED 0-2) *;
 - With upper secondary (ISCED 3) or post-secondary education (ISCED 4) *;
 - With tertiary education (ISCED 5 to 8) *;

NB: alignment with ESF definitions, which are where possible based on eurostat or other european definitions

^{*}Data reported under the indicators marked with * are personal data according to Article 4 (1) of Regulation (EU) 2016/679





Common result indicators

- Common immediate result indicators for EGF beneficiaries (data to be collected 6 months after the end of the implementation period and reported in the 7th month)
 - Percentage of EGF beneficiaries in employment and self-employment 6 months after the end
 of the implementation period*;
 - Percentage of EGF beneficiaries gaining a qualification 6 months after the end of the implementation period*;
 - Percentage of EGF beneficiaries in education or training 6 months after the end of the implementation period*.
- Common longer-term result indicators for EGF beneficiaries <u>18 months after</u> the end of the implementation period (can based on a survey for larger cases).
 - Percentage of EGF beneficiaries in employment, including self-employment, 18 months after the end of the implementation period*.





Evaluation: proportionate

- Article 22: Commission to carry out 2 evaluations
 - a) mid-term evaluation
 - b) retrospective evaluation
- Article 20: Member State to submit results of a beneficiary survey six months after implementation on perceived change in employability or quality of employment found





Thank you very much for your attention

Disclaimer: the purpose of this workshop is to explain the rationale of the proposal and how does it fit into future guidance fiches. This workshop has no mandate to negotiate the EGF regulation. Any comment on indicators you may have should thus be communicated to your representatives in Council.





Workshop Monitoring and evaluation of EGF in 2021-2027

Jeannette Monier
Josefina Capdevila Penalva
Evaluation and Impact Assessment Unit, EC



What information do we need to manage and report on EGF?

- Roles of Member States, European Commission and other stakeholders
- Accountability and transparency
- Levels of data collection
- Targets for measuring performance
- Use of monitoring data for evaluation





How should we collect and process information?

- Different methods: questionnaire, survey...
- Collection dates and reporting deadlines
- Data processing and storage, compliance with GDPR
- Data validation
- Aggregation
- Proportionality
- Alignment with ESF





How to show what EGF achieves (beyond monitoring)?

- Impacts
- Value added
- Data needs
- Methods for evaluation
- Timeline
- Stakeholders and their role





Presentation of the workshops' findings by the participants

11:00 - 11:30







Summary and conclusions by the Commission

Jeannette Monier
Josefina Capdevila Penalva
Evaluation and Impact Assessment Unit, EC



EGF in Greece

Welcoming by Mrs Katerina Exertzoglou

Secretary General for the Management of European Funds,

Ministry of Employment, Social Security and Social Solidarity



EGF cases and impact in Greece

Mrs Ourania Oikonomou

Head of Executive Structure NSRF Sector of Employment and Social Economy

EGF networking seminar Athens, 6th March 2019

EGF cases and impact in Greece

Mrs Rania Oikonomou, Head of NSRF Executive Structure Employment and Social Economy Sector







Co-funded by Greece and the European Union

The EGF in Greece

The **Managing Authority** of EGF in Greece is the

Executive NSRF Structure of Employment and Social Economy Sector General Secretariat for the Management of

Ministry of Labour, Social Security & Social Solidarity

European & Other Funds





Implemented projects

Since 2014

1. EGF/2014/001 EL/ Nutriart

494 assisted beneficiaries

- 249 Workers
- -245 Neets

Redundant in the "Food Industry" sector

Regions: Central Macedonia & Attica

2. EGF/2014/009 EL/ Sprider Stores

1019 assisted beneficiaries

- 517 Workers
- 502 Neets

Redundant in the "Retail trade" sector

Regions: Central Macedonia & Attica

Implemented projects

3. EGF/2014/013 EL/ Odyssefs Fokas

748 assisted beneficiaries

- 379 Workers
- 368 Neets

Redundant in the "Retail Trade" sector

Regions: Central Macedonia, Thessaly & Attica

4. EGF/2014//015 EL/ Attica Publishing

205 assisted beneficiaries
All Workers

Redundant in 46 enterprises of the "Printing activities" sector

Regions: Attica

Implemented projects

5. EGF/2014/018 EL/ Attica Broadcasting

349 assisted beneficiaries
All Workers

Redundant in 16 enterprises of the "Programming and broadcasting activities" sector

Region: Attica

6. EGF/2015/011EL/ Supermarket Larissa

979 assisted beneficiaries

- 497 Workers
- 482 Neets

Redundant in a supermarket in the city of Larissa

New Projects

Ongoing project: EGF/2017/003 EL/ Attica Retail

725 targeted beneficiaries

Redundant in 9 enterprises of the "Retail Trade" sector

In 11 Regions of Greece:
Eastern Macedonia & Thrace,
Central Macedonia, Western
Macedonia, Thessaly, Epirus,
Western Greece, Central Greece,
Peloponnese, Attica, Southern
Aegean, Crete

Upcoming project: EGF/2018/005 EL/
Attica Publishing Activities

550 targeted beneficiaries

Redundant in 3 enterprises of the "Publishing Activities" sector

In the Region of Attica

Outcomes

So far:

- √ 3714 assisted beneficiaries: 61,62% of the target
- ✓ 1598 Neets: 43,03% of the assisted people
- $\sim 40\%$ in employment at the end of the implementation period
- 50 new business start-ups
- ✓ 647.322,60€ subsidy for self-employment
- √ 16.929.657,23€ total financial contribution by EGF and national funds

Support provided

With:

- Occupational guidance (Action A)
- Vocational or specialised education and training (Action B)
- Entrepreneurship promotion (Action C)
- Recruitment incentives (Action D)

Occupational Guidance (Action A)

For each beneficiary, services comprise

Tailor-made counseling considering:

- individual & social characteristics
- personal needs and targets
- needs of wider and local labour market
- needs of intervention region

Implementation in stages:

- Profiling of each beneficiary
- Compiling Individual Action Plan for reintegration into labour market
- Drafting an individual Business Plan for those interested for a business start-up
- Monitoring and Support

Vocational Education and Training (Action B)

The beneficiary may opt for:

A continuing vocational training programme

- designed to accommodate personal and labour market needs
- for job skills, soft skills, digital skills
- leading to certification

OR

A specialised education/training/learning programme

fit for a specific purpose/need, such as
 a post-secondary/undergraduate/postgraduate course,
 driving lessons for a professional licence,
 a foreign language course

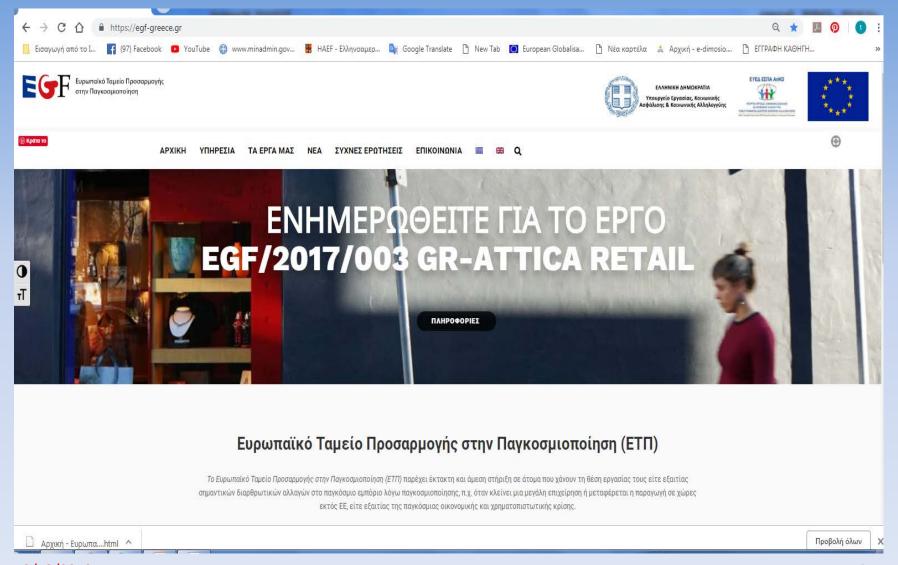
Entrepreneurship promotion (Action C)

- A business start-up is subsidised with a total of EUR 15.000
- Individual Business Plans (compiled under Action A) are implemented
- Funding covers 100% eligible costs provided business is retained for at least one year

Recruitment incentives (Action D)

Offered to employers for recruiting EGF beneficiaries on the condition that they prolong the contract for an equal time period after the subsidy expires

Our website EGF-Greece in Greek & English https://egf-greece.gr



3/13/2019

With the financial contribution of EGF

We provide flexible support

We create future opportunities

in a joint effort

to face the challenges of

globalisation and the crisis







Thank you

Ευχαριστώ







Monitoring and evaluation of EGF programmes in Greece

Mrs Vassiliki Staikou

Head of Sub-Directorate I - Executive Structure NSRF - Sector of Employment and Social Economy

EGF networking seminar Athens, 6th March 2019

Monitoring and Evaluation of EGF Programmes in Greece

Mrs Vassiliki Staikou, Head of Sub-Directorate I EGF 2014-2020 and EEA Grants, Transnational Programmes Executive Structure NSRF







Co-funded by Greece and the European Union

The significance of monitoring & evaluation

Monitoring and evaluation as a means:

- to verify EGF's distinctive role as a flexible tool to show solidarity towards workers made redundant due to globalisation and global financial and economic crisis
- to serve the obligation laid down by the EGF Regulation, article 20
- to better design future European policy of inclusive growth

EGF Monitoring procedures in Greece

1. Prior to applying for a new EGF Programme

- Extensive contacts are carried out with dismissed Employees
 Associations to explore the possibility of applying for a new EGF Programme
- Official detailed data are collected on workers contract terminations, released by ERGANI (the National Database monitoring employment in Greece)

2. Upon approval of a new EGF Programme

- The EGF Managing Authority creates channels of communication with the potential beneficiaries
- Barriers of using personal data set by the General Data Protection Regulation 679/2016 are meticulously considered

Monitoring procedures in Greece

3. Upon commencement of a new EGF Programme

The implementing bodies require from the beneficiaries a written consent on Data Collection&
Processing for the entire project implementation period and a further 18 month-period after the programme end date

4. Throughout the implementation period

- EGF Programmes are being monitored through an official electronic platform, the EGF Monitoring Information System (MIS)
- Beneficiaries micro-data are kept on records designed especially for the EGF
- Implementing Bodies are commissioned to collect micro-data ad hoc & fill in the relevant data record sheets

Participant data:

Job held in the company in which you were made redundant (relevant only to former workers):

- Managerial position
- Professionals
- Technicians and associate professionals
- Office support clerks
- Customer Service and Salesmen
- Industrial and related workers
- Machinery operators and assemblers
- Occupations for workers of compulsory education

Employment status on Entry

- Unemployed registered in the Labor Force Employment Agency (OAED) Registry holder of a valid unemployment card (including seasonal workers for the period not in employment)
- Employee or self-employed person
- Employed in the private sector
- Employed on a full-time and indefinite-term employment contract
- Employed on a full-time and fixed-term employment contract (seasonal employment included)
- Employed on a part-time and indefinite-term employment contract
- Employed on a part-time and fixed-term employment contract (seasonal employment included)
- Employed on rotation
- Employed under labour stamp payment
- Employee under private law contract of indefinite-term or fixed-term

Education and Training status on Entry (only for former workers)

- Do you participate in (other) program of vocational training or lifelong learning
- Student of Primary or Secondary School (Elementary School, Lower and Upper Secondary School including Second Chance Schools)
- Student in a Vocational Training School or in a Vocational Training Institute (IEK) or in a College or in Schools supervised by other Ministries other than the Ministry of Education, as for instance the Maritime, Tourism Schools etc.
- Participant in a continuing vocational training program
- Full-time higher education student, Post-graduate or PhD student
- Participant in a paid internship program (as a student of higher education, Vocational Training Institute, Tourism Schools, Merchant Marine Academy etc)

Disadvantaged persons on Entry

- Persons with disabilities certified by the Disability Certification Centre (KEPA)
- Persons with disabilities not certified by the Disability Certification Centre
- Thrace Muslim minority
- Roma
- Migrants
- Refugees

Monitoring procedures in Greece

5. Monitoring and Auditing legal framework

The **System for Monitoring and Auditing EGF Actions for 2014-2020 period** is legislated in Greece under Joint Ministerial Decree (Official Government Gazette 1565/27-07-2015)

Monitoring and Auditing is conducted nationally by:

- ✓ Implementing bodies
- ✓ EGF Managing Authority
- ✓ Auditing Authority, Ministry of Finance
- ✓ Certifying Authority

At administrative level and via on-the-spot audits

Evaluation procedures

The outcomes of each EGF Programme are reflected by the Implementing Bodies in the final Progress Report

- √ The EGF MIS is constantly updated
- The results are incorporated in the Final Report to be submitted to the EC via the SFC online platform by the EGF MA

Evaluation

Tre role of the Implementing Bodies

In the 'Larissa Supermarket' EGF Case,
the Implementing Body is EIEAD (National Labour and
Human Capital Institute), which has carried out a
thorough evaluation study on: Vocational training in the
framework of EGF: The case of "Supermarket Larissa".

Major evaluation findings in the 'Larissa Supermarket' case

Beneficiaries reported that:

- ✓ It was the first time in their career to have been offered a vocational training programme
- ✓ Vocational training programmes were tailor-made accommodating both personal and labour market needs
- Enrollment in a vocational training programme undoubtedly leads to upskilling but not necessarily to finding a job
- Strong incentives to participate in a EGF Programme:
 Upskilling, Certification of IT Skills, Job Search Benefit

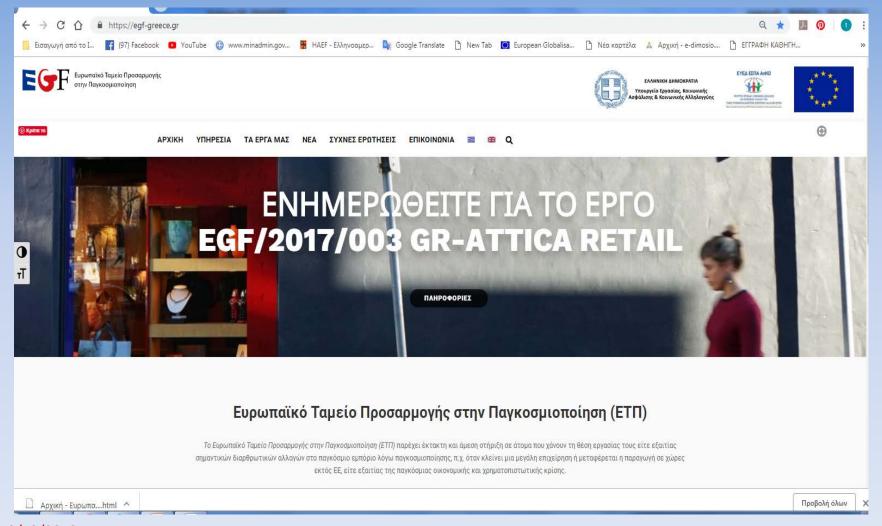
Major evaluation findings in the 'Larissa Supermarket' case

- Women consider obtaining organization and communication soft skills through vocational training to be highly important and challenging
- ✓ Men prioritise leadership and entrepreneurship skills
- EGF is a highly significant tool providing them the opportunity to obtain IT skills
- ✓ Foreign language learning should be an option EGF Programmes should offer
- Expertise and on-the-job experience are evaluated as the safest pathway to labour market reintegration
- The Action of 'Vocational Mobility' is unpopular among EGF beneficiaries.

The future of Evaluation

- ✓ Our intention starting with the ongoing 'Attica Retail' EGF project is to :
- establish an evaluation study for all EGF projects, so that the effectiveness, sustainability, efficiency, coherence, relevance and EU added value of the EGF Progarmme results achieved are systematically assessed and incorporated in our design.

The results of our EGF past & ongoing Programmes can be found on our website in Greek & English https://egf-greece.gr



3/13/2019





Thank you

Ευχαριστώ







Monitoring Information System for EGF

Mrs Christina Kontakou

Executive of Special Service of Monitoring Information System,

National Coordination Authority





HELLENIC REPUBLIC MINISTRY OF ECONOMY & DEVELOPMENT GENERAL SECRETARIAT FOR PUBLIC INVESTMENT & NSRF



"Presentation of M.I.S. for EGF 2014-2020 Co-operation Programs"

Christina Kontakou
Special Service of Monitoring Information System

Monitoring Information System (MIS)

 An <u>information and management system</u> for cofinanced programs under NSRF.

 Was designed to meet the requirements of the EU Regulations and the approved national <u>Management</u> and Control System (MCS).

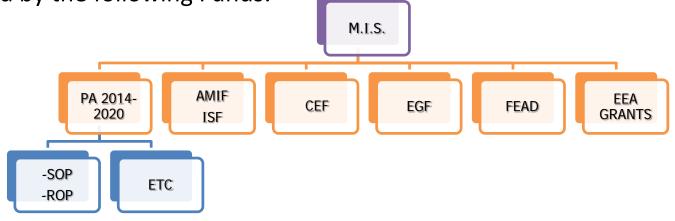
 The regulations suggest that an IT system must be in place for NSRF monitoring /payment requests.





M.I.S. PA 2014-2020 FITS CO-OPERATION PROGRAMS

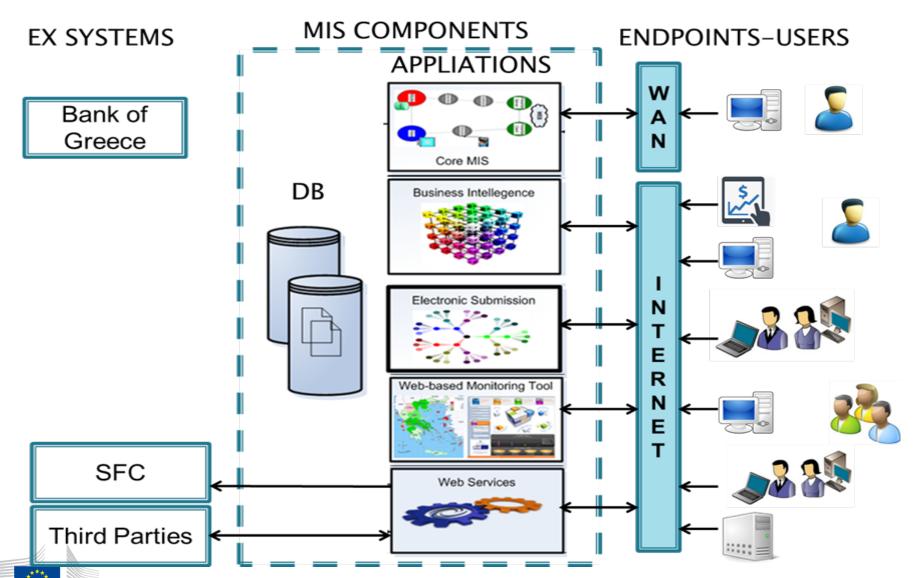
ERGORAMA is an Information System which records and saves data for projects or acts funded by the following Funds:



- NSRF 2014-2020 Sectoral OP Regional OP ETC (Interreg)
- AMIF European Fund for Asylum, Migration and Inclusion
- ISF Fund of Internal Security (Police Board)
- CEF Connecting Europe Facility
- EGF European Globalization Adjustment Fund
- FEAD European Aid Fund for the most Deprived
- EEA GRANTS 2014 2020



MIS Architecture



Main Features of M.I.S

5	Multi-channel approach
	Pre-filled forms
	Validations / Verifications
	Automatic Calculations
	Alerts and communication via email
	Interoperability with other systems
	On-line status tracking
	Documents production





Over 9.000 users – over 200.000 projects

End-Point Users



- Managing Authority
- Paying Authority
- Audit Authority
- Intermediate Bodies



BENEFICIARIES:

- National, Regional or Local Authorities
- Public Services
- Public or Private non-profit organizations
- Enterprises (State-Aid)

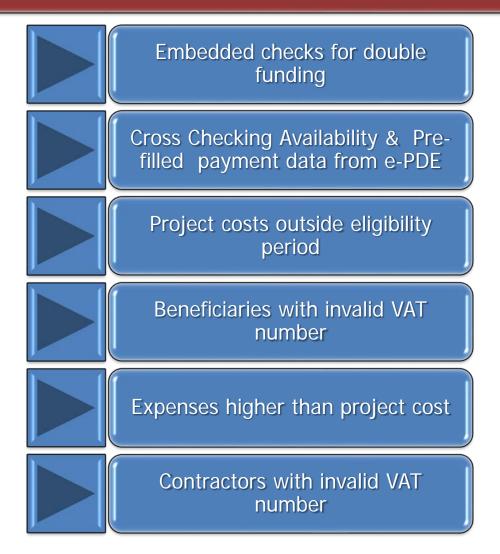


• WIDE PUBLIC (Open Data)





MIS validation & embedded checks







Basic Features

- All bulletins contain structured information.
- User-friendly environment.
- Multiple ways to enter data.
- Search of data with multiple criteria.
- Interoperates with external ITs (e-taxis, e-Pde, Diavgia).
- Embedded validation checks or warnings of the data entered.
- Generates all structured documents needed through the life cycle of a project digitally signed.
- Generates questionnaires, forms, the draft and the final form of each document.
- Supports multiple users categorized into a number of groups/roles (Read-only, Write, Edit, Verify).



Entrance: https://logon.mnec.gr

Partnership Agreement 2014 - 2020









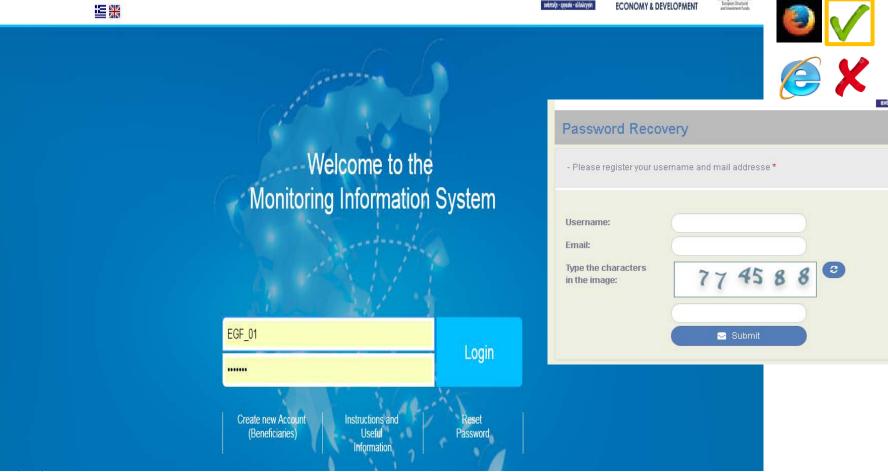






HELLENIC REPUBLIC MINISTRY OF



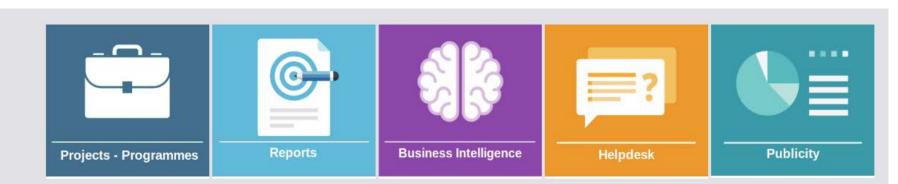




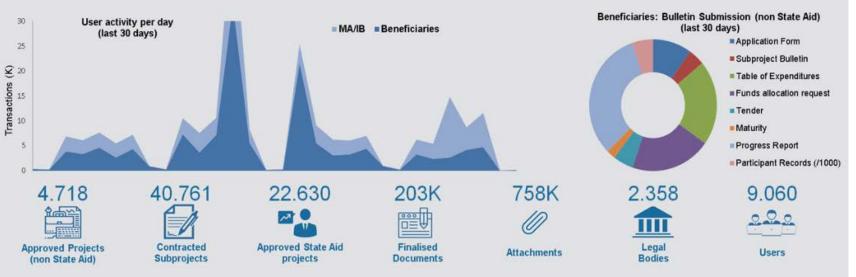
ERG@RAMA



M.I.S. External Environment



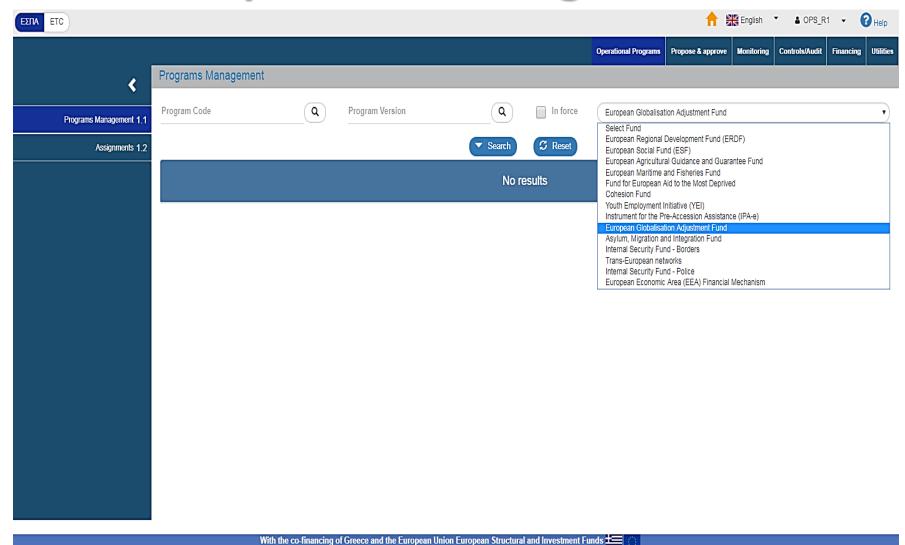






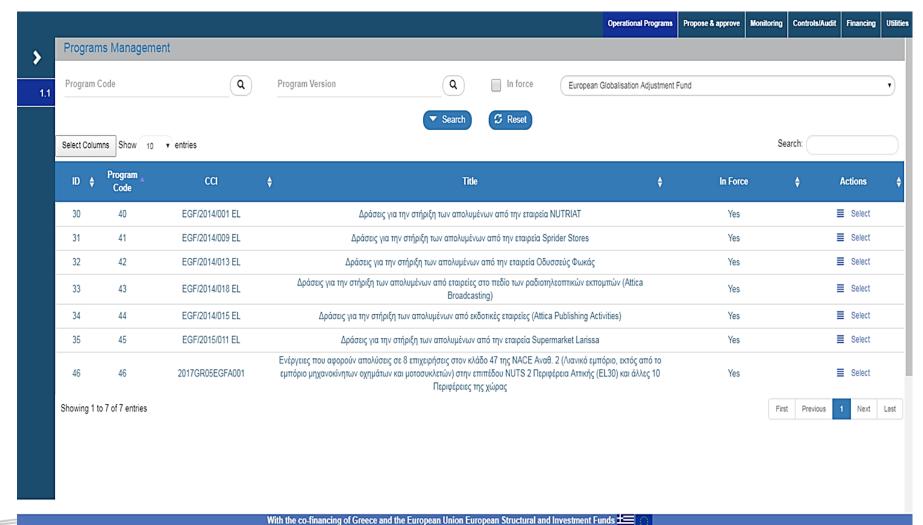


Operational Programs





EGF Programs







M.I.S Life Cycle

Call for Proposals

Application Forms - Proposal Assessment - Ranking Lists

Subsidy Contract

Reject Contract

Monitoring

- Checks on the Legality of Public Contracts
- Sub-Application Form Funding Request

- Table of Expenditure
- Participant record Progress Report
- Maturity Bulletin

- Evaluation Report Modification Contract Withdrawal Contract Decision of Completion
- Monitoring–Evaluation Intermediate Body

Controlling and Auditing

- Half-yearly Programing On-the-spot Verification
- Corrections

- Flat rate Corrections

Financing

- Payment Request
- Exceptions
- Sampling

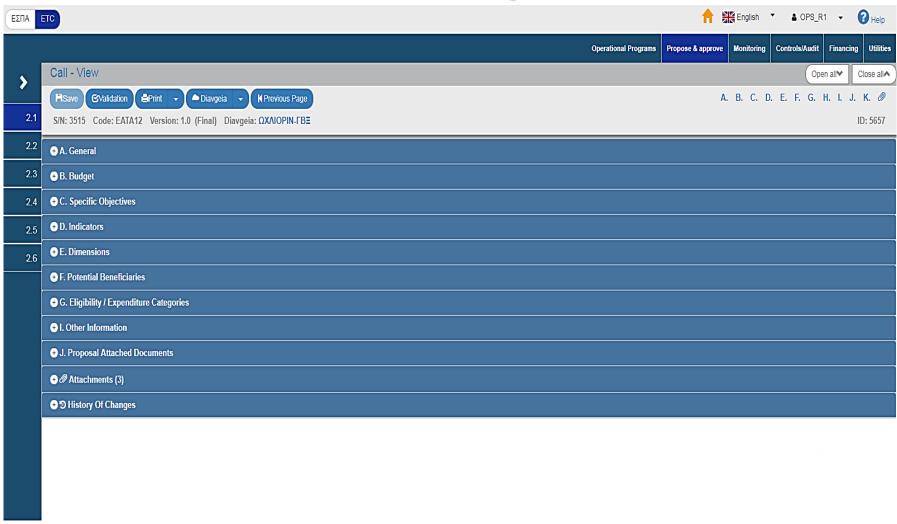
Account

Reports / BI





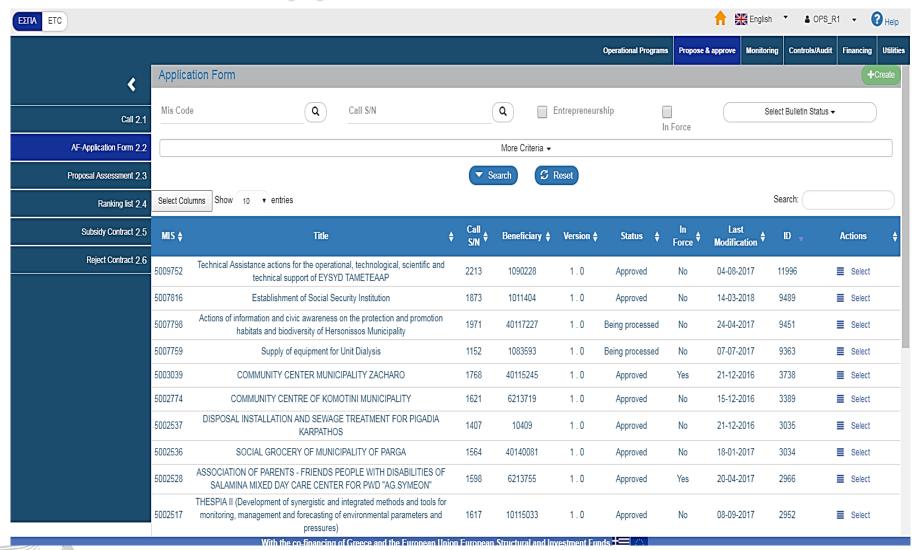
Call for Proposals







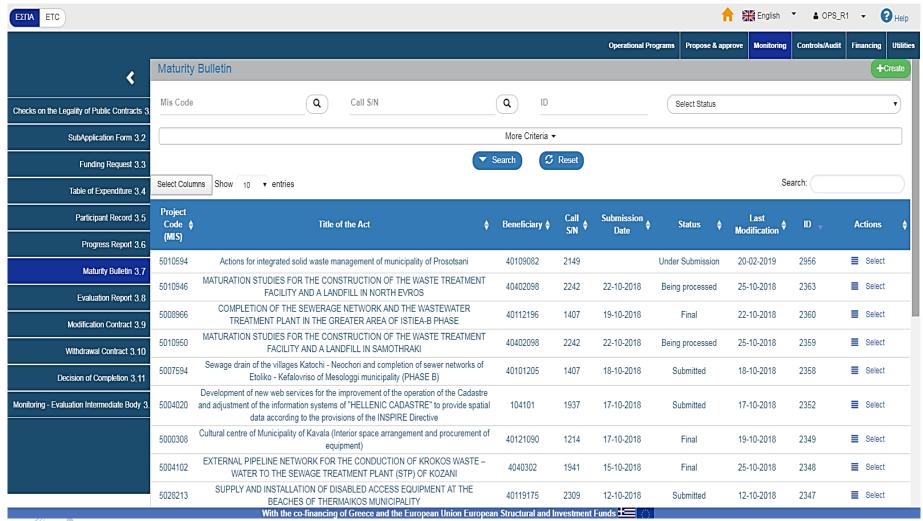
Application Forms







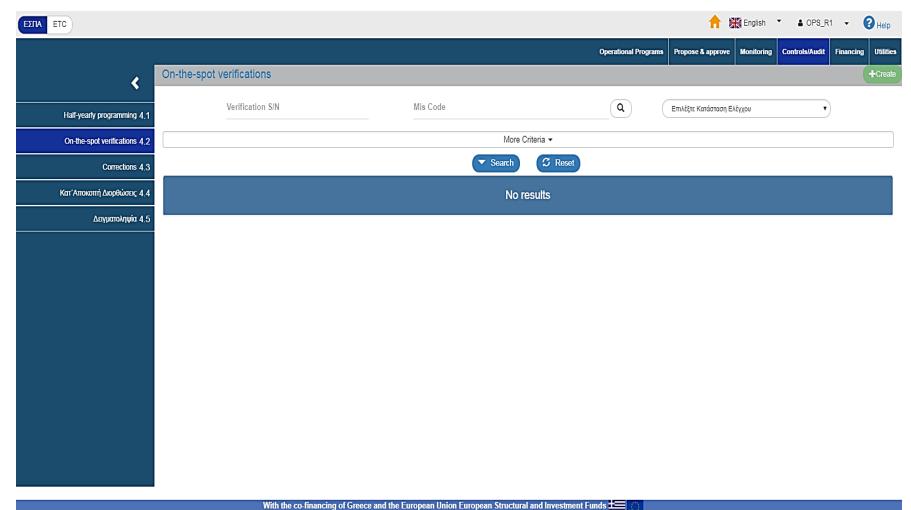
Monitoring







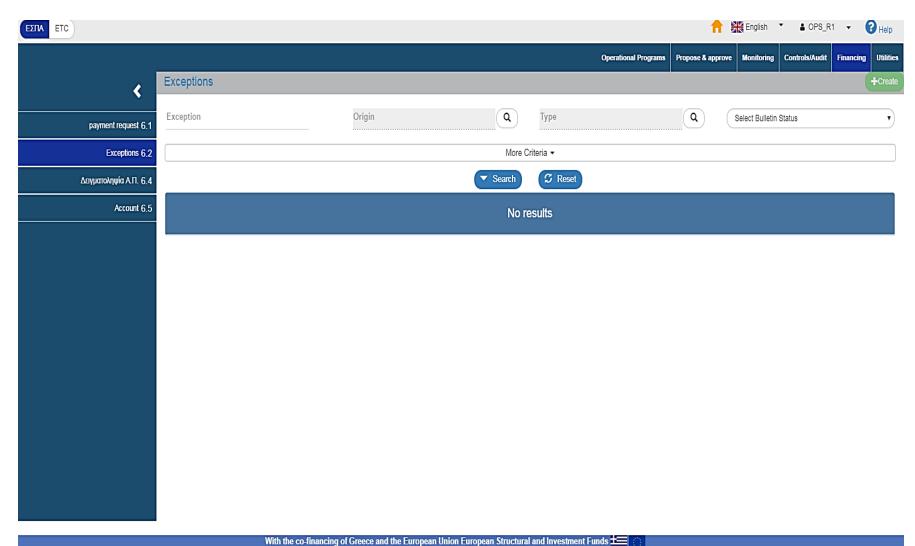
Controlling & Auditing







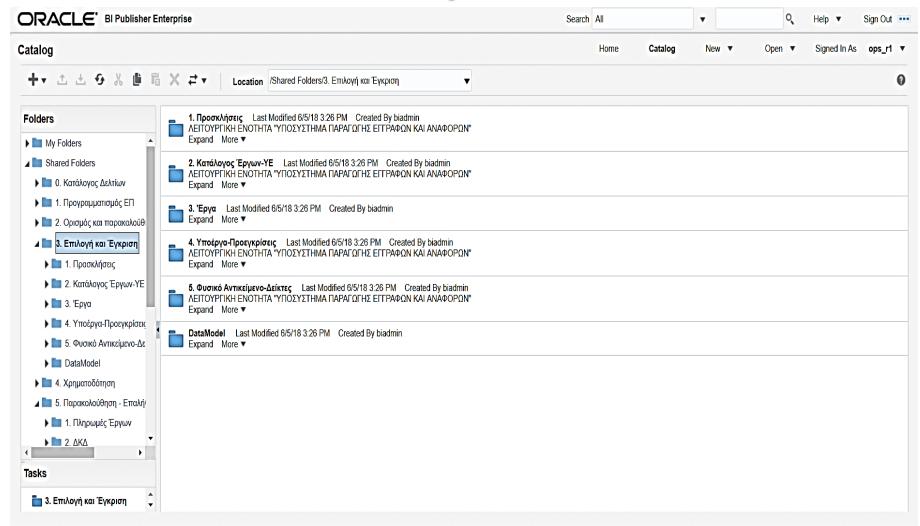
Financial Information







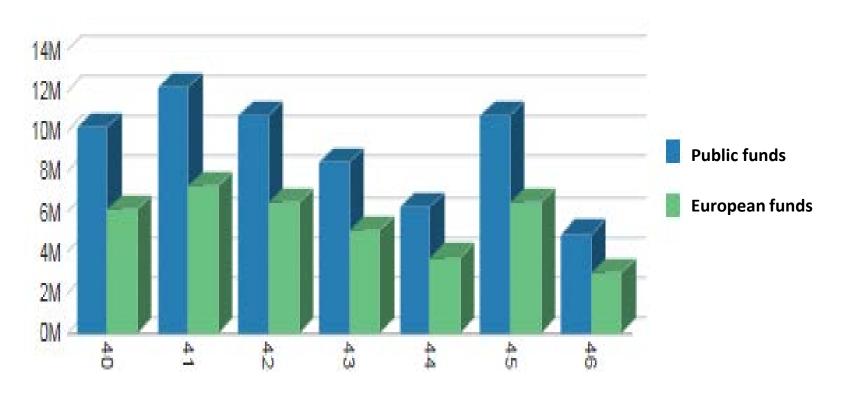
Reports





Business Intelligence (BI)

View of EGF Programs 40 - 46 funding



EGF Programs

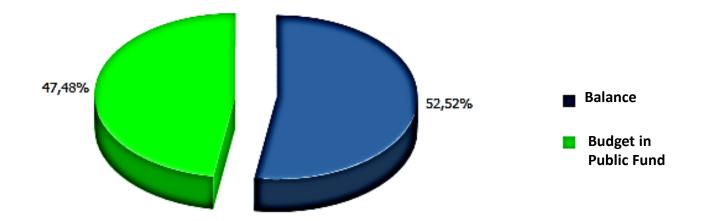




Business Intelligence (BI)

OR.	ACLE Business Intelligence	Αναζήτηση Όλα ▼			C	Προηγμένο Βο	οήθεια ▼ Αποσύνδεστ	ση 🔢		
EΠ 40-	46			Αρχική σελίδα Κατά	λογος Αγαπημένα ▼	Dashboard ▼ N	έο ▼ Άνοιγμα ▼	Σύνδεση ως ΟΡ	S_READ1 OPS_READ	1 ▼
ID EN	ЕП	ΚΥΡΙΑ ΔΗΜΟΣΙΑ ΧΡΗΜΑΤΟΔΟΤΗΣΗ	ΚΥΡΙΑ ΕΝΩΣΙΑΚΗ ΣΤΗΡΙΞΗ	ΠΡΟΫΠΟΛΟΓΙΣΜΟΣ ΕΝΤΑΞΕΩΝ ΣΥΓΧΡ. Δ.Δ.	ΠΟΣΟ ΣΥΜΒΑΣΕΩΝ ΣΥΓΧΡ. Δ.Δ.	ΥΠΟΛΟΙΠΟ - ΣΥΜΒΑΣΕΙΣ	ΥΠΟΛΟΙΠΟ - ΕΝΤΑΞΕΙΣ	ΠΛΗΡΩΜΕΣ ΣΥΓΧΡ. Δ.Δ.	ΥΠΟΛΟΙΠΟ - ΠΛΗΡΩΜΕΣ	٨
45	45 Δράσεις για την στήριξη των απολυμένων από την εταιοεία Sunermarket Larissa	10.780.000	6.468.000	5.118.102	5.097.022	5.682.978	5.661.898	4.975.088	5.804.912	

Subsidy Contracts







Helpdesk

Καλώς ήλθατε στην εφαρμογή HELPDESK	Εισαγωγή Ερωτήματος											
Προς Ε.Υ ΟΠΣ												
Τύπος Ερωτήματος (Type) * Πρόβλημα - Δυσλειτουργία	▼ Προτεραιότητα (priority) * Κανονικό (normal)	~										
Κατηγορία Ερωτήματος χωρίς κατηγορία (category)	Y											
Ειδική Υπηρεσία/ΕΦΔ ΧΩΡΙΣ ΕΠΙΧΕΙΡΗΣΙΑΚΟ - ΥΠΙ	HPEΣIA (none)	~	Σύστημα (system) Χωρίς Σύστημα (none)	<u>~</u>								
Επώνυμο (lastname) *	'Ovoµa (firstname) *		Θέση (activity)									
Φορέας (vector) *	Νομαρχία (prefecture) Χωρίς Νομαρχία (π	one) 💌	Διεύθυνση (address) *	Τηλέφωνο (phone) *								
Αριθμός FAX	E-mail *											
_ Τίτλος Ερώτησης (Title) *												
Γ Κείμενο Ερώτησης (Question) *												
L												
N.												
				Επισύνα								
				🕜 Επισύναψη Αρχ								
	•	🖊 Εισαγωγή										





Christina Kontakou, MSc, PMP®

Special Service of Monitoring Information System

European Commission





Final remarks and closure of the EGF seminar by the Commission



13:00 - 13:50

Networking lunch



13:50

Meeting in the lobby

Transfer by bus to case visit



Case visit

EGF/2017/003 GR/Attica retail





Evidence based policy planning — The case of EGF in Greece

March 6, 2019 Athens

Stavros P. Gavroglou, Ph.D.

National Institute of Labour & Human Resources

Vaios Kotsios, Ph.D.

National Institute of Labour & Human Resources







Mechanism of LMD: The Institutions

 The Mechanism of Labour Market Diagnosis of Greece has been institutionalized by legislation by the Ministry of Labour in 2016, following an Action Plan approved by the European Commission in 2015.



- The Coordinating Committee governing the Mechanism consists of representatives of ministries, public agencies and social partners. The Operational Network of Agencies and Organisations provides the System with inputs of data and is a primary user of the Mechanism's outputs. A Scientific Committee advises on matters of methodology and scientific integrity.
- The National Institute of Labour & Human Resources (NILHR) has the scientific responsibility for the Mechanism. It coordinates the Operational Network, manages the special Information System and produces and reports the Mechanism's results.





Mechanism of LMD: The databases



Hellenic Statistical Authority EL.STAT.

Public Employment Agency O.A.E.D.

National Employment Registry Ergani

General Commercial Registry G.E.MI.









Employment and Unemployment (statistical)
Salaried employment (administrative)
Registered unemployment (administrative)
Entrepreneurship (administrative)

Rankings of job creation





Mechanism of LMD: The two pillars (II)



Index of employment dynamism: absolute size and relative change

Multiple-criteria decision analysis (MCDA) of occupational change

Trends forecasting

Econometric projections to 2022

Occupational characteristics

Field research: skills, vacancies, innovation

Trends in labour supply-demand imbalances





Mechanism of LMD: Special Applications



Tools for PES Employment Counsellors

Technical University offerings

Mapping of the Social Economy

Post-secondary, technical school graduates tracking survey

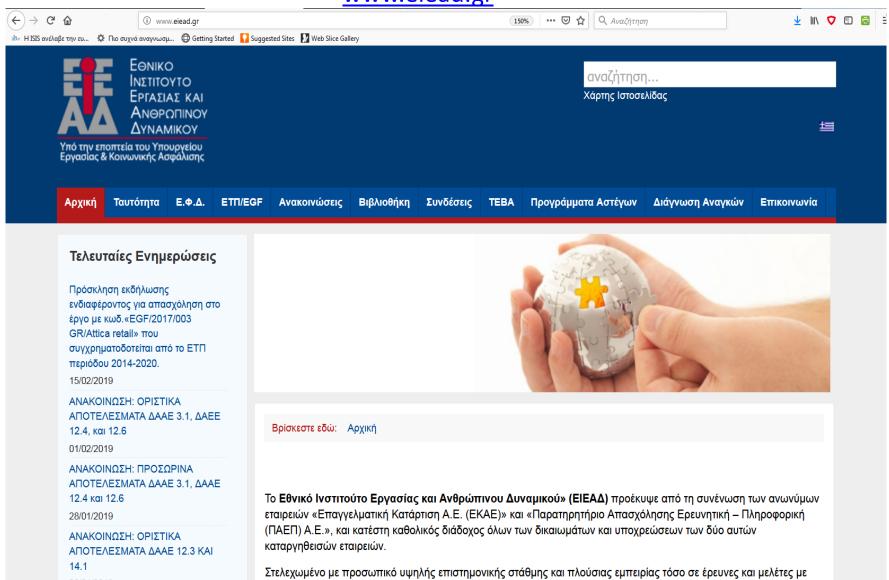
The European Globalisation Adjustment Fund



Mechanism of LMD: Where you can find us (I)



www.eiead.gr

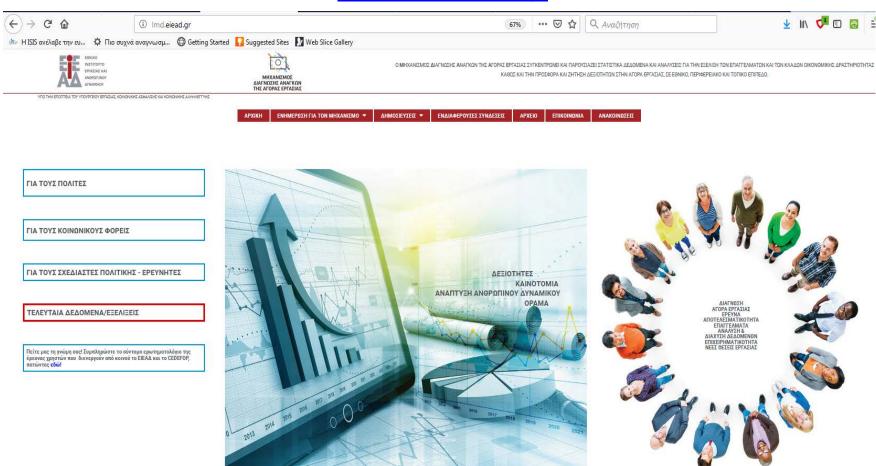




Mechanism of LMD: Where you can find us (II)



http://lmd.eiead.gr







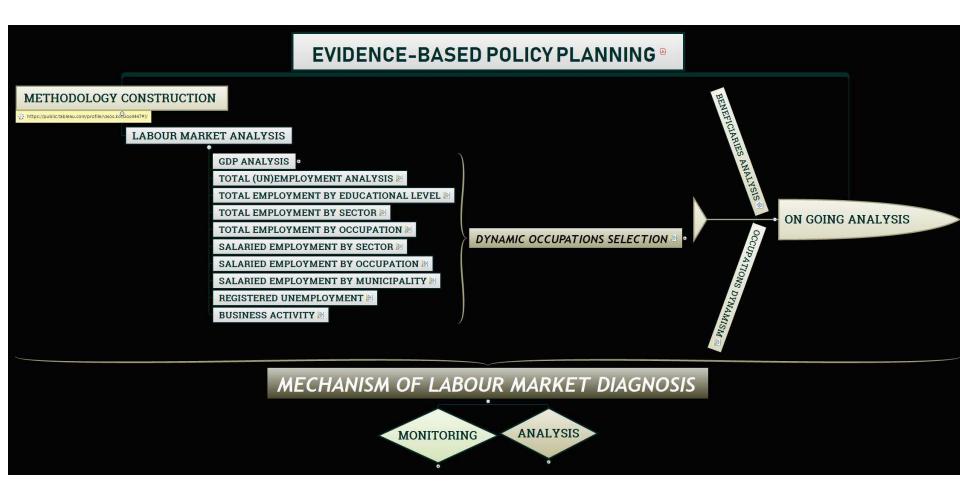








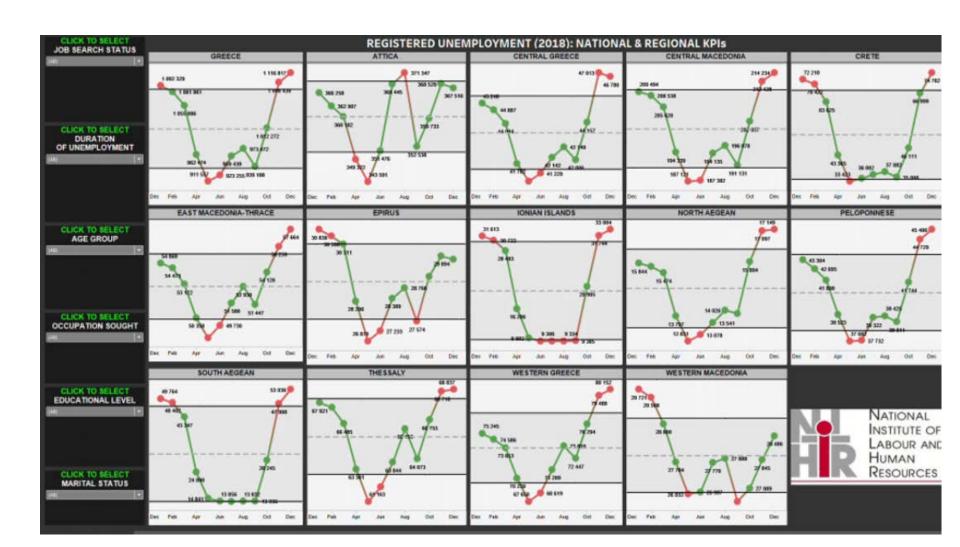
Mechanism of LMD: The Case of EGF (I)







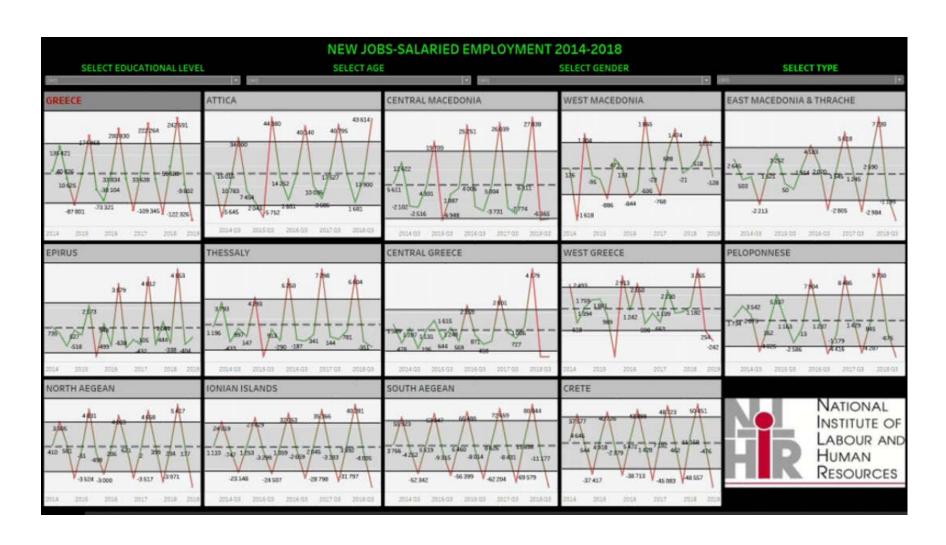
Mechanism of LMD: The Case of EGF (II)







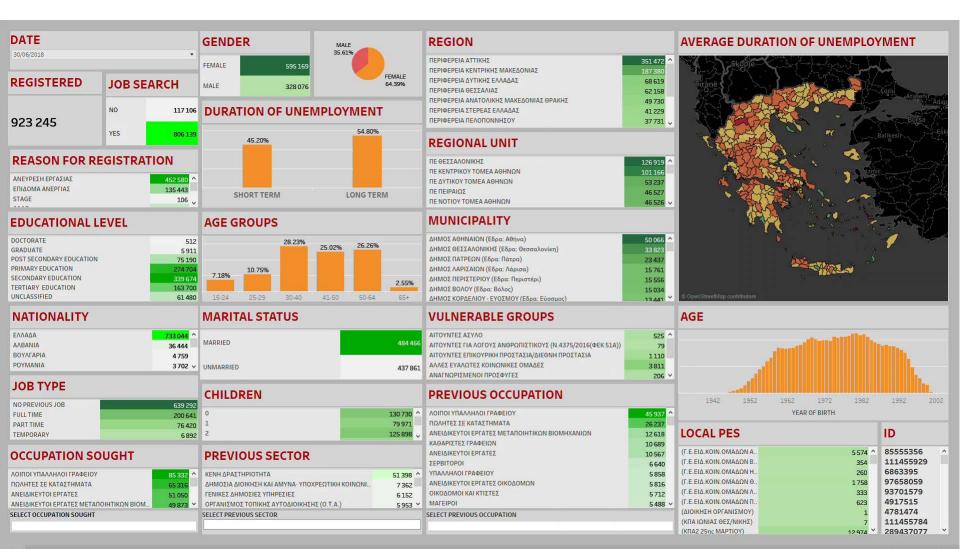
Mechanism of LMD: The Case of EGF (III)





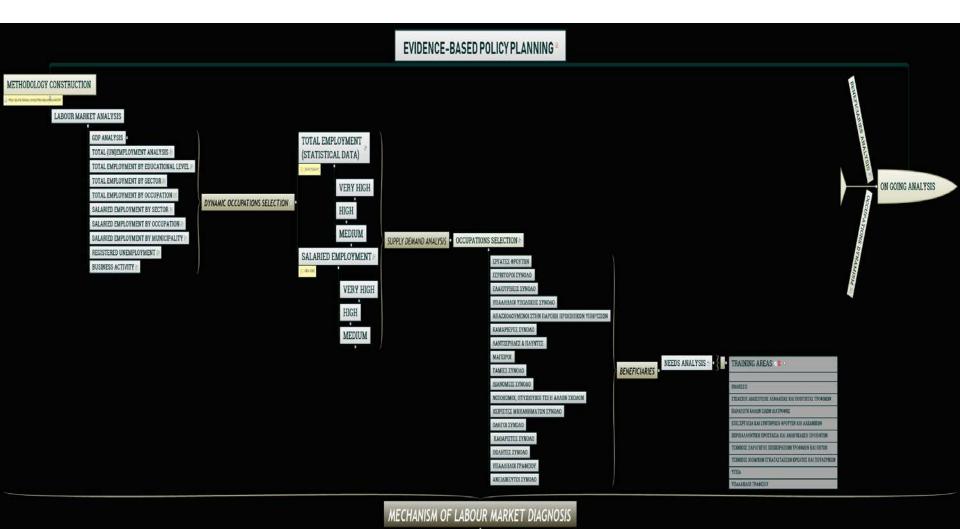


Mechanism of LMD: The Case of EGF (IV)









MONITORING ANALYSIS



17:30 Return to the hotel

18:50

Meeting in the lobby & departure to the Dionysos Zonars restaurant