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4 DATE OF BIRTH 25 | 02 | 1978 dd mm yyyy	5 NATIONALITY Czech	

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* Headings marked with an asterisk are mandatory.

Europass Mobility is a standard European document, which records details of the contents and the results - in terms of skills and competences or of academic achievements - of a period that a person of whatever age, educational level and occupational status has spent in another European country (UE/EFTA/EEA and candidate countries) for learning purposes.

Description of the mobility experience

21 OBJECTIVE OF THE MOBILITY EXPERIENCE *

Practical vocational training in the field of tourism

22 EDUCATION OR TRAINING INITIATIVE IN THE COURSE OF WHICH THE MOBILITY EXPERIENCE WAS COMPLETED

Vocational education and training - 65-42-M/01 Hospitality

23 COMMUNITY OR MOBILITY PROGRAMME INVOLVED

Erasmus +: Leonardo da Vinci

DURATION OF THE EUROPASS MOBILITY EXPERIENCE

24 FROM * | 02 | 03 | 2000 | 25 TO * | 15 | 04 | 2000 |
       dd mm yyyy   dd mm yyyy

Skills acquired during the mobility experience

26A ACTIVITIES/TASKS CARRIED OUT *

Participation in the practical training in hotel operations – Hotel Villas, Costa Rei: receptionist, hotel operations and food service management, performing administrative activities.

27A JOB-RELATED SKILLS

Providing basic concierge services for the hotel clients (greeting and checking guests in, passing them information, checking them out): guest accommodation based on previous reservation, preparing Hotel Dining Room for the breakfast buffet, serving hotel guests within the hotel dining, keeping a registration of hotel guests having buffet breakfast
an overview of the administration services provided beyond accommodation and food service costs.

28A LANGUAGE SKILLS

Development of the language competences in Italian and English language, vocabulary and accent development, improving speech fluency, at B2 level:
communication with clients (welcoming them, checking hotel reservations, informing guests about the details on accommodation), interaction with a food service staff, assisting clients during breakfast buffet.

29A COMPUTER SKILLS

User knowledge of the office software: MC Excel, MC Word, MC Outlook, Hotel reservation system (CRS).

30A ORGANISATIONAL / MANAGERIAL SKILLS

Effective time management.

31A COMMUNICATION SKILLS

Competence in professional communication: answering client inquiries, behaving in a customer focused manner.

32A OTHER SKILLS

Willingness to accept personal responsibility, willingness to work nights and weekends.

33A DATE *   34A SIGNATURE OF THE REFERENCE PERSON/MENTOR *   35A SIGNATURE OF THE HOLDER

| 15 | 04 | 2000 |
dd mm yyyy

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