


Holder of the document

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|-----------------|-------------------|--------------------|
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| ŠPÁTA | Dušan | Zimní 19 |
| 4 DATE OF BIRTH | 5 NATIONALITY | 566 01 Vysoké Mýto |
| 25 02 1978 | Czech | Czech Republic |
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Issuing organisation

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Sending partner

- | | |
|---|--|
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Host partner

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| 19 TITLE/POSITION | 20 E-MAIL |
| MBA / coordinator | coordinatore@ialemiliaromagna.it |

* Headings marked with an asterisk are mandatory.

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 - Tourism

23 **COMMUNITY OR MOBILITY PROGRAMME INVOLVED**

Erasmus +: Leonardo da Vinci

DURATION OF THE EUROPASS MOBILITY EXPERIENCE

24 **FROM *** **TO ***

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**

Provide basic concierge services for the hotel clients (greeting and checking guests in, passing them information, checking them out): accommodating guests with prior confirmed reservations, preparation of the hotel dining room for the breakfast buffet, serving hotel guests within the hotel dining, keeping a registration of hotel guests having buffet breakfast, having an clear 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 ***

dd mm yyyy

34A **SIGNATURE OF THE REFERENCE PERSON/MENTOR ***

35A **SIGNATURE OF THE HOLDER**

* Headings marked with an asterisk are mandatory.