

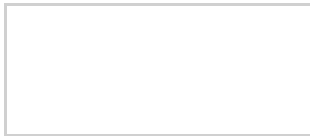
Holder of the document

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|-----------------|-------------------|--------------------|
| 1 SURNAME(S) * | 2 FIRST NAME(S) * | 3 ADDRESS |
| ŠPÁTA | Dušan | Zimní 19 |
| 4 DATE OF BIRTH | 5 NATIONALITY | 566 01 Vysoké Mýto |
| 25 02 1978 | Czech | Czech Republic |
| dd mm yyyy | | |

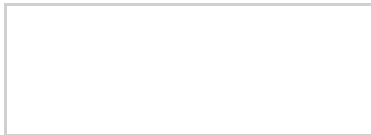
Issuing organisation

- | | | |
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| 6 NAME OF THE ORGANISATION * | 7 DOCUMENT NUMBER * | 8 ISSUING DATE * |
| Střední odborná škola cestovního ruchu | CZ/00/2000/0357/001/IT/10 | 17 04 2000 |
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Sending partner

- | | |
|--|--|
| 9 NAME AND ADDRESS * | 10 STAMP AND/OR SIGNATURE |
| Střední odborná škola cestovního ruchu
V Jezírkách 745
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Czech Republic |  |
| 11 SURNAME(S) AND FIRST NAME(S) OF REFERENCE PERSON/MENTOR * | 12 TELEPHONE |
| Havlova Katerina | +420 383 412 212 |
| 13 TITLE/POSITION | 14 E-MAIL |
| Mgr. / deputy director | sekretariat@soscr-blatna.cz |

Host partner

- | | |
|---|---|
| 15 NAME AND ADDRESS * | 16 STAMP AND/OR SIGNATURE |
| Scuola di Ristorazione e Alberghiera di Cesenatico
Via Braglia
41028 Serramazzoni
Italia |  |
| 17 SURNAME(S) AND FIRST NAME(S) OF REFERENCE PERSON/MENTOR * | 18 TELEPHONE |
| Capasso Michele | +39 070 284 200 |
| 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 - 65-42-M/01 Hospitality

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**

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 ***

dd mm yyyy

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

35A **SIGNATURE OF THE HOLDER**

* Headings marked with an asterisk are mandatory.