

## Holder of the document

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Issuing organisation

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Description of the mobility experience

21 OBJECTIVE OF THE MOBILITY EXPERIENCE \*

To acquire a first work experience in an international environment:

- · improving and developing the professional skills of young people in initial training, at the level of European standards in practical training course on the use of business administration and hospitality industry (Tourism/Food&Beverage)
- · improving skills and competencies specific to 11th grade, vocational studies in Tourism industry, that are necessary to adapt to future integration into the requirements, and of the of space, of the international labor market;
- developing skills that promote cross-occupational mobility in the qualification of Tourism Technician.
- 22 EDUCATION OR TRAINING INITIATIVE IN THE COURSE OF WHICH THE MOBILITY EXPERIENCE WAS COMPLETED Erasmus+ KA1 Mobility Project for VET Learners E+ VET Accreditation no.: 2022-1-RO01-KA120-VET-000106938



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## 23 COMMUNITY OR MOBILITY PROGRAMME INVOLVED

Project 2023-1-RO01-KA121-VET-000123476

European skills in business administration and hospitality industry (food & beverage, tourism) DURATION OF THE EUROPASS MOBILITY EXPERIENCE

24 FROM \* 25 TO\* 13 05 2024

05 2024 mm yyyy mm yyyy

# Skills acquired during the mobility experience

## 26A ACTIVITIES/TASKS CARRIED OUT \*

Preparation for gaining employment: • To respect H&S; • To respect the training program:

- practical activities specific for tourist accommodation and catering establishments
- · carry out the inventory by category; ensure an optimal environment through lighting, ambient music, personalized decorations depending on the event; creating the mise-en-place; assist the waiter in the process of serving the client
- · clearing tables of inventory items when the customer leaves or when necessary; check the equipment used in the cleaning process inside serving room; clean the serving room using substances according to the surface of furniture or floor
- · identifying the room status according to the file received from the Front-Office Department (free rooms, vacant rooms, occupied rooms) in order to start the cleaning process; verification, and completion of the inventory items in the maid's cart; towels, linen. hygiene products, detergents and cleaning utensils;
- · follow the phases of cleaning in the accommodation spaces: from top to bottom; use the adequate substances for cleaning depending on the surface; wiping/vacuuming the dust from the walls/furniture; checking the walls, stains and their removal or, when not possible, sending the information to the Reception/Front-Office
- · identifying different reservations management software programs; distinguishing clearly between advantages and disadvantages (regarding operating times, working speeds, quality of the resulting information, accessibility of the software used at the reception).

#### 27A JOB-RELATED SKILLS

Ethics and professional communication and customers segmentation in tourism

Organizing the activity in the establishments of tourists' reception with functions of tourist' accommodation and public catering: Creating the environment in the accommodation room and Realization of different types of mise-en-place in the serving one

### 28A LANGUAGE SKILLS

- Acquiring an adequate professional language;
  Communication in an international language:
- Improvement of the Spanish level by the end of the placement;
- Good level of communication in Spanish: conversation/ oral expression, intermediate user (level A2).

### 29A COMPUTER SKILLS

- · Use of specific reservations' management with the help of IT programs, Windows tools and Internet for searching information regarding tourist packages
- 30A ORGANISATIONAL / MANAGERIAL SKILLS
  - · Good task management throughout the placement: identification of priorities, efficient management with the other members of the team

#### 31A COMMUNICATION SKILLS

- Excellent communication skills during the daily contacts with the teammates and the leader;
- good knowledge of the internal practice as regards to the meeting of the leader's requirements:
- well adaptation to the team work.

### 32A OTHER SKILLS

- During the extracurricular activities, orientation skills for a new social, cultural and geographical environment;
- · Certificate of attendance achieved at the end of the placement

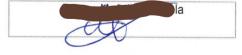
33A DATE \*

31 05 2024 mm yyyy

34A SIGNATURE OF THE REFERENCE PERSON/MENTOR \*



35A SIGNATURE OF THE HOLDER



<sup>\*</sup> Headings marked with an asterisk are mandatory