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**Issuing organisation**

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**Sending partner**

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**Description of the mobility experience**

- 22 OBJECTIVE OF THE MOBILITY EXPERIENCE \*
- ✓ To acquire a first work experience in an international environment:
  - ✓ Improving and developing professional skills at the level of European standards in practical training courses on the use of business administration and hospitality industry, catering customer service, and foreign language communication skills
  - ✓ Developing skills that promote cross-occupational mobility in the qualification of waiter
  - ✓ Development of personal and professional transversal competencies related to professional communication, ability to work in a team
  - ✓ Acquiring socio-cultural knowledge to help them integrate into the social reality of Spain and raise awareness of the value of training activities abroad, but also of the concept of European citizenship by sharing the same values.
- 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
- 23 COMMUNITY OR MOBILITY PROGRAMME INVOLVED  
Project 2023-1-RO01-KA121-VET-000123476  
European skills in business administration and hospitality industry (food & beverage, tourism)

\* 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 for learning purposes.

## DURATION OF THE EUROPASS MOBILITY EXPERIENCE

24 FROM \* 13 05 2024 25 TO \* 31 05 2024  
dd mm yyyy dd mm yyyy

## Skills acquired during the mobility experience

## 26A ACTIVITIES/TASKS CARRIED OUT \*

- ✓ To respect H&S; To respect the training program;
- ✓ Fills in the specific documents regarding the acknowledgment of the health and safety rules and regulations;
- ✓ Apply protocol rules in the relationship with the customers;
- ✓ Follows the specific stages of different serving systems;
- ✓ Identifying different reservations management software programs; distinguishing clearly between advantages and disadvantages (regarding operating times, working speeds, quality of the resulting information, and accessibility of the software used at the reception).
- ✓ Identifying the room status according to the file received from the Front-Office Department (free /vacant /occupied rooms) to start the cleaning process; verification, and completion of the inventory items in the maid's cart;
- ✓ use adequate substances for cleaning depending on the surface; wiping/vacuuming the dust from the walls/furniture;
- ✓ Identifies different technological equipment, and utensils used in Menus and Decorating festive meals
- ✓ Identifies different items for different types of mise en place and performs the specific steps for each;
- ✓ Carry out the inventory by category; ensure an optimal environment through lighting, ambient music, and personalized decorations depending on the event; assist the waiter in the process of serving the client
- ✓ Performs cleaning activities in the workplace; Collects the ingredients from storage and refrigerating rooms;
- ✓ Differentiated waste sorting.

## 27A JOB-RELATED SKILLS

## Skills:

Effective time management; Effective professional communication in a foreign language of international circulation (Spanish/English) using specialized, interactive language; Teamwork abilities.

## Competences:

- ✓ Work safety and hygiene;
- ✓ Storing and sorting waste;
- ✓ Responsible communication between Front-Office, Housekeeping and Food & Beverage Departments in order to offer quality customer service;
- ✓ Preparing the establishment and the employees for receiving clients/Preparation for event organizing;
- ✓ Carrying out activities specific in hospitality/catering: preparing dishes with a low degree of complexity, setting the dishes on a plate for serving, serving the dishes, associating the preparations with different beverages, setting various types of mise en place, clearing the tables;

## 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 the Internet for searching information; Using webpage for OLS platform for language training and reporting in Mobility Tool

## 30A ORGANISATIONAL / MANAGERIAL SKILLS

Developed ability to organize the duties accomplished along the internship: Organizing the workplace; Identifying priorities

## 31A COMMUNICATION SKILLS

- ✓ Abilities for an efficient communication in daily interaction with customers; Efficient management of relations with the other members of the team high level of expertise in terms of satisfying customers' demands.

## 32A OTHER SKILLS

During extracurricular activities :

- ✓ social skills and abilities to communicate in an international foreign language

## 33A DATE \*

31 05 2024  
dd mm yyyy

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

## 35A SIGNATURE OF THE HOLDER

\* Headings marked with an asterisk are mandatory.