

Vitalis – host organisation for Erasmus KA1 projects

VITALIS, as host organisation, receives participants from all European countries. Over the last 23 years we gained experiences from more than 880 projects we realised in different fields of profession.

We develop model projects in the framework of Erasmus and ESF, also in cooperation with small and medium-sized enterprises in the region Leipzig and Halle,

We support the mobility of the participants in the European Community and the communication between people from all over Europe.

Our project proposal for your stay in Germany:

Title: Hotel/gastronomy

Duration: 2 weeks, application period 2023/2024

Learning outcomes common to all professions:

- Health and safety at work - observes health and safety rules and SOPs
- Professionally oriented foreign language - improved ability to use a foreign language (English/German) in the execution of tasks and the ability to formulate short and comprehensible statements to communicate in the workplace
- Personal and social competences - develops a culturally and ethically sound approach to working with others in a company, increased creativity and consistency in their actions, copes with stress, responsibility and assigned tasks
- Organisation of work in small teams - increased ability to communicate and work collaboratively with colleagues, organise work in a team

Learning outcomes in the field of Hotel/Gastronomy:

The student learns/knows:

- How to behave as a host towards guests, how to receive them, how to look after them and how to inform them appropriately about the range of services and products on offer
- How to clean hotel rooms and public areas, preparing them for new guests
- How to use, clean and test equipment, machines and consumer goods economically
- How to prepare and arrange simple dishes, with due consideration for economic efficiency
- How to serve food and drinks
- How to store goods and control stocks
- How to handle complaints and find solutions
- How to place orders and process payments
- How guests are advised in consideration of their wishes and how to conduct expert advice and sales talks

General tasks

The student develops their understanding of:

- Serving guests
- Using specialist equipment, machines and consumer goods,
- Work planning
- Hygiene, food safety and health and safety
- Working in the kitchen
- Working in service
- Working in housekeeping
- Marketing
- Economic Service

Examples of possible placements:

- Hotel Arena City Leipzig
- Hotel Via City Leipzig

All the above and below mentioned modules can be seen as examples. It's possible that we have to modify or adapt them due to the abilities of the participants or the capacities of the host company. The tasks and the activities vary and depend on the practical and the linguistic skills of the beneficiaries and on the needs and business volume of the companies.

Detailed training program - Hotel/Gastronomy

1st week Monday - Friday	<p>Program for Monday:</p> <ul style="list-style-type: none">- Presentation of the participants to the supervisor of the internship and a visit to the company's headquarters- Information on the history, activity and structure of the company- Getting to know the tasks for the duration of the internship- Getting to know the company's health and safety regulations and methods of preventing accidents at work.- Information about the time and organisation of work and about the course and objectives of the apprenticeship, information about materials and equipment needed to work in a hotel.- Working in accordance with safety measures and health and safety regulations in force during hotel work- Getting to know the structures and daily workflows in a German hotel- Getting to know the schedule of the day and preparing the workplace- Implementation in daily work in the company and integration in the team of employees- Getting to know professional vocabulary- Acquaintance with practical tasks in compliance with health and safety regulations and prevention of accidents at the workplace <p>Program for Tuesday:</p> <ul style="list-style-type: none">- Introduction to hotel work - keeping hotel rooms in order / housekeeping- Getting to know the types of rooms for guests, utility rooms, restaurant and recreation area and bar- Getting to know the hotel's warehouses and utility rooms- Getting to know the hotel's professional chemical cleaning agents and safety rules for working with them (protection of skin, eyes, rules of conduct in the event of an accident at work) <p>Program for Wednesday:</p> <ul style="list-style-type: none">- Getting to know the organization of service on individual floors of the hotel, the methods of communication and the basics of documentation of the work done- Getting to know the cleaning standards of the hotel and individual hotel rooms- Basic cleaning of hotel rooms- Getting to know the hotel restaurant
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<p>1st week Monday - Friday</p>	<p>Program for Thursday:</p> <ul style="list-style-type: none"> - Basic activities in the field of hotel room cleaning - assisting in work, learning the techniques of proper cleaning of particular materials - Introduction to work in a hotel restaurant - Accompanying in the preparation of breakfast buffet: rules of covering the table, types of hotel breakfast - Appropriate storage of work materials and cleaning agents in compliance with the rules of safety and hygiene at work <p>Program for Friday:</p> <ul style="list-style-type: none"> - Routine cleaning of hotel rooms - practical exercises - Assisting in the work of the team in the hotel restaurant: preparation of table settings, table decoration, assistance in the preparation of breakfast buffet, cleaning the tables after breakfast - Getting to know the logistics of food delivery to the restaurant kitchen - Getting to know how to store individual food products in a hotel restaurant
<p>2nd week Monday - Friday</p>	<p>Program for Monday:</p> <ul style="list-style-type: none"> - Professional cleaning of hotels and individual hotel rooms - practical exercises - Independent organisation and division of labour in individual functional departments of the hotel - Assistance with the preparation of the breakfast buffet - Rules of table setting, types of hotel breakfast - information and practical exercises <p>Program for Tuesday:</p> <ul style="list-style-type: none"> - Independent organisation and division of labour in individual functional departments of the hotel - Observation of the reception staff, assistance to the hotel reception staff (depending on the language skills of the apprentices) - Service of hotel guests directly upon their arrival and before leaving the hotel - information and observation of hotel staff, assistance at work - Accompaniment at the reception desk depending on the knowledge of German language <p>Program for Wednesday:</p> <ul style="list-style-type: none"> - Division of work in a team - service and on-call duty on individual floors of the hotel - Keeping the assigned floor clean and tidy - Introduction to guest service directly in the hotel rooms, including logistics and organisation of work equipment in different parts of the hotel - Assisting in the preparation of special events, e.g. business meetings - Decorating the lobby and restaurant area: assisting in the workplace <p>Program for Thursday:</p> <ul style="list-style-type: none"> - Keeping the assigned floor clean and tidy - practical exercises, cooperation with the team of hotel employees - Practical application of procedures in the event of finding hotel guests' items - Assisting the staff at the reception desk at work (only with good language knowledge) <p>Program for Friday:</p> <ul style="list-style-type: none"> - Getting to know the methods of storing and issuing keys / chip cards to hotel guests - Introduction to work at the reception desk - continuation: acquaintance with the documentation of issuing and receiving keys to rooms or chip cards from hotel guests. - Daily routine cleaning of hotel rooms and corridors