

Matkaraportti

Matkailuvirkailija

Minun työharjoittelu Espanjassa 03.04.2016-28.05.2016 (Huhtikuu)

1) **First working week.** We knew a lot of new information and learned how to do different things. In the beginning it was really hard, cause all the program are in Spanish language. I had computer work: reservations, cancelations, modifications and the rest of it. Also I checked the rooms after cleaning. Helped co-workers to do what they asked.

2) **Second week.** These days I did few room lists of 2 big groups who will arrive here. Besides I made mini vouchers for them. Checked the rooms before check-in and printed numbers for the beds. Went to get tokens from the laundry. Then we served dinner for COMTIKI group. This group comes every two weeks.

3) **Third week.** I was learning how to do "check-in". Put the name to the folders, did reservations. Another task was to write a list of main tour operators in Russia and Finland. Did the room list for another group. Finally learned how to do "CHECK-IN"(too many options) and "CHECK-OUT" in Spanish. Did reservations, cancellations .

5) **Fourth week.** I wrote reviews of the customers from BK and Tr.Advisor. Did check-ins and reservations. Checked the rooms. Printed and cut mini vouchers for the groups. Put room lists in the computer. Went to get towels.

P.S. May be I passed few things, because do not remember now) First month went really fast.

Toukokuu

- 1) **First week.** We served lunches and dinners for several groups during the all week.
- 2) **Second week.** One day was really crazy. Very many reservations for the summer and check-ins in the same time. Checked the rooms and cut minivouchers for next group.
- 3) **Third week.** Served dinner for CONTIKI group. Checked the rooms. Did reservations, modifications. Went to get laundry tokens. Put amount of breakfasts and lunches in EXCEL program.
- 4) **Fourth week, the last.** The last week was full of usual work. I did reservations, modifications, check ins and check outs, checked the rooms. Once went with my co worker to put tips outside on how to get to the hostel from different directions.

P.S. People are nice and very friendly at the hostel. I am so glad that school gave me this opportunity. And I am glad that could practice my English here. In conclusion, would like to come back!

