

INTERNSHIP REPORT



HOTEL GLOBO

Klára Kereškényiová, V. A, 2023/24



Agenda



Introduction

Organization structure

Channels of sale

Nationalities of guests

Location

Pictures of hotel spaces

Internship diary

Split

Cultural differences



INTRODUCTION

Hotel Globo is an urban boutique hotel in the center of Split, famous Lovretskoj Street – a popular hangout in the business world, which for years successfully engage international and domestic-based company. Opened in 2001.





EMAIL

info@hotelglobo.com



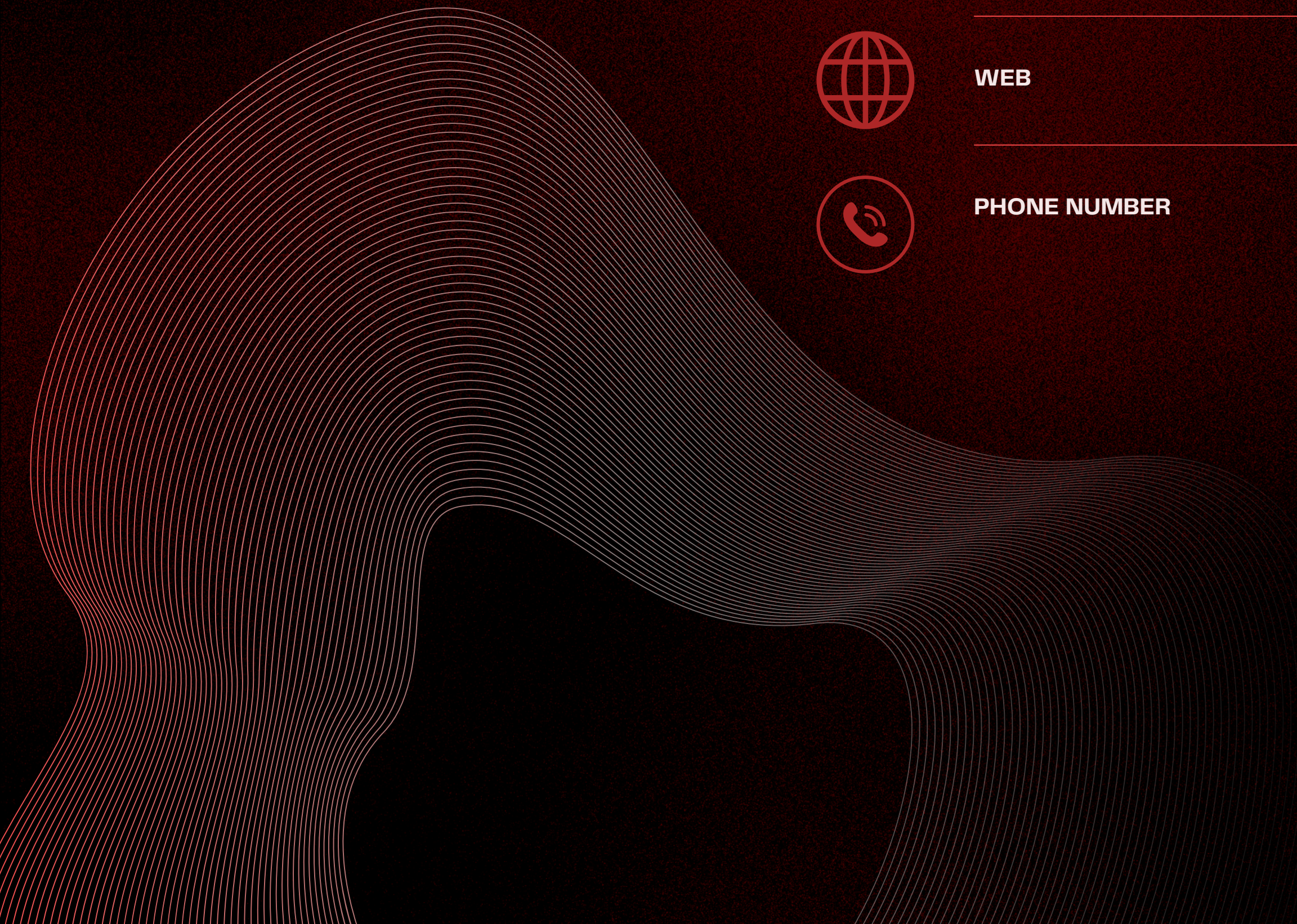
WEB

www.hotelglobo.com



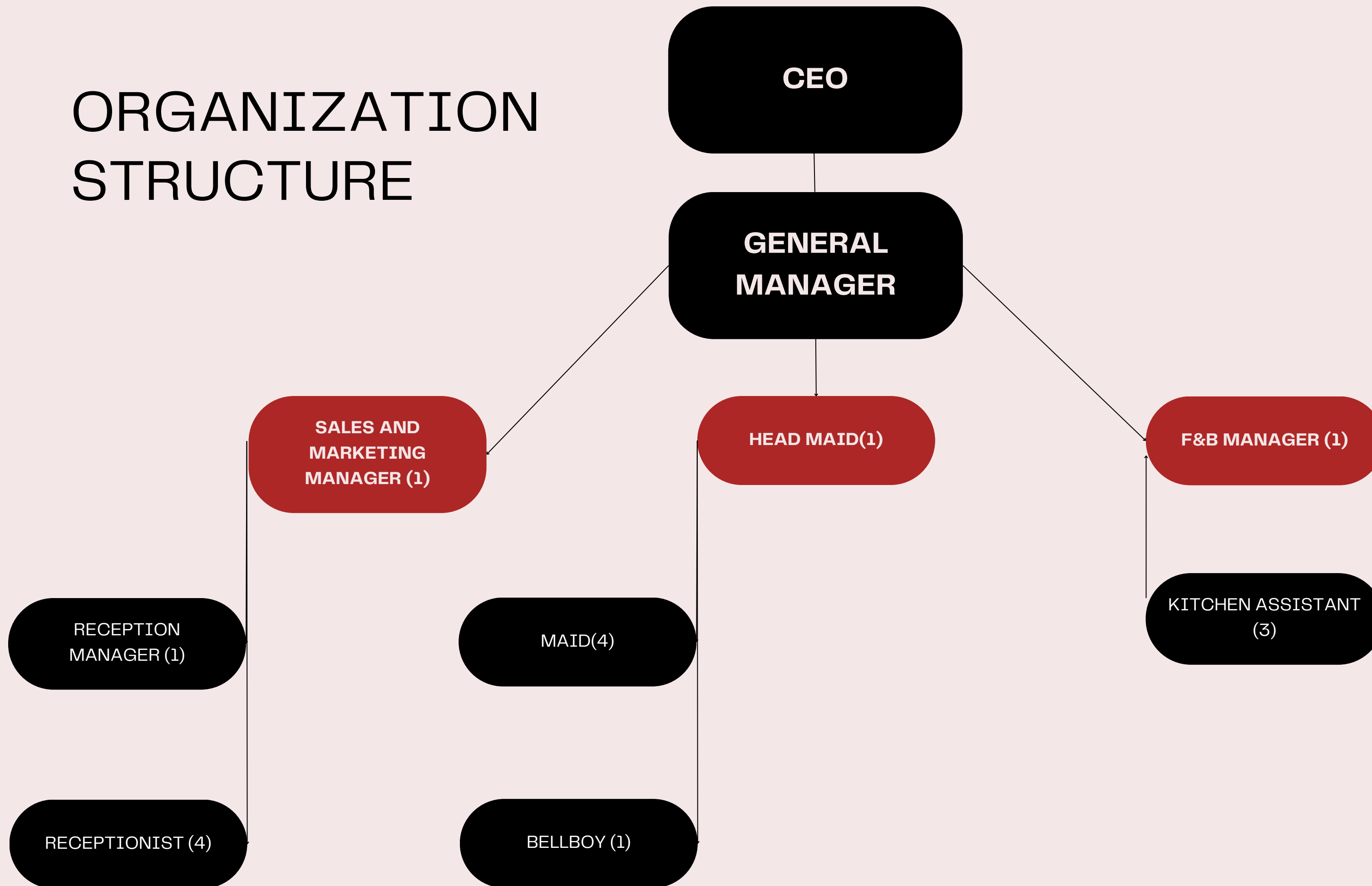
PHONE NUMBER

021 481 111





ORGANIZATION STRUCTURE



❖ CHANNELS OF SALES

Booklogic

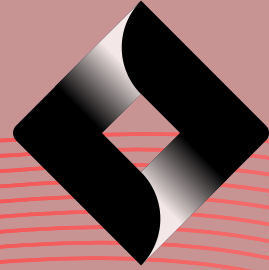
Hotel Globo web

Hotelbeds

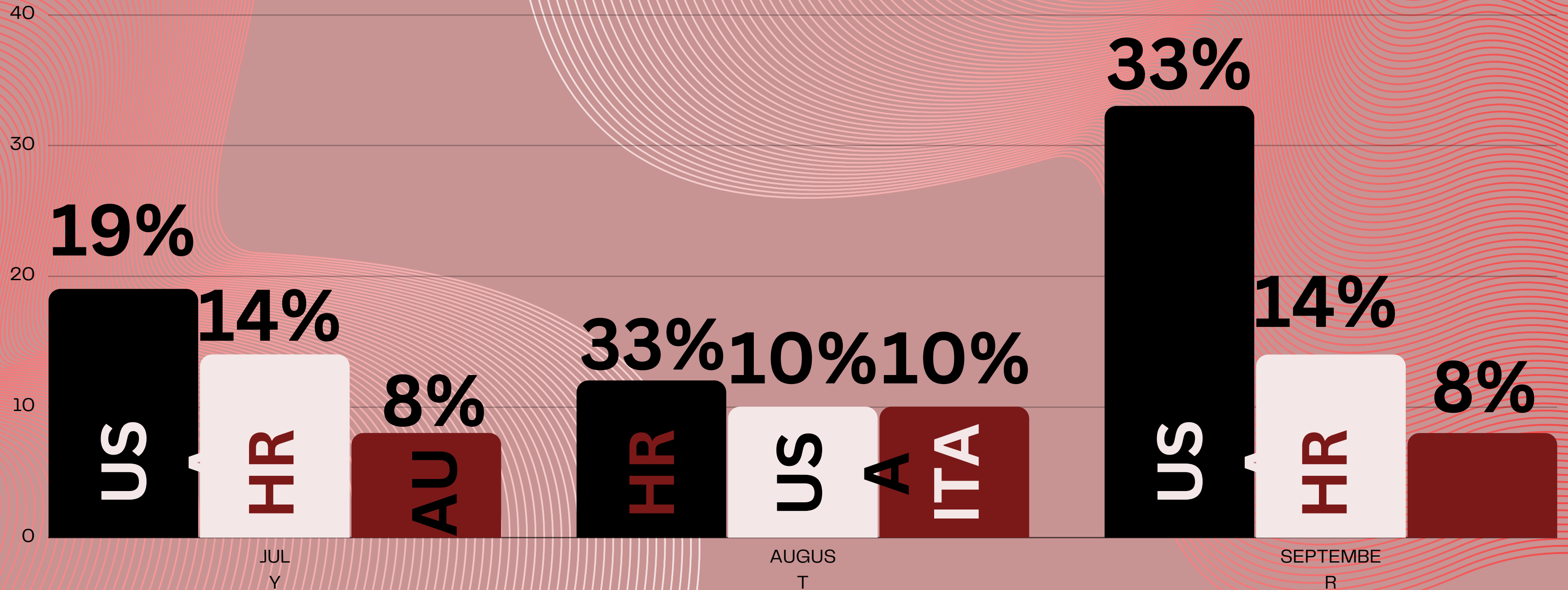
Booking.com (most popular)

Travco etc.





NATIONALITIES OF GUESTS



LOCATION



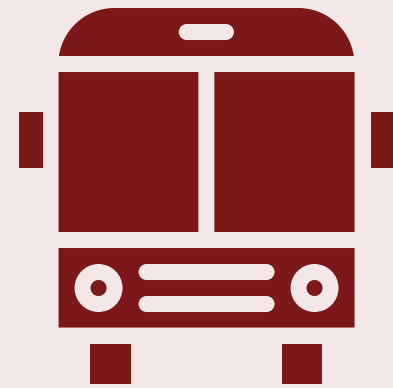
CITY CENTER

10 min



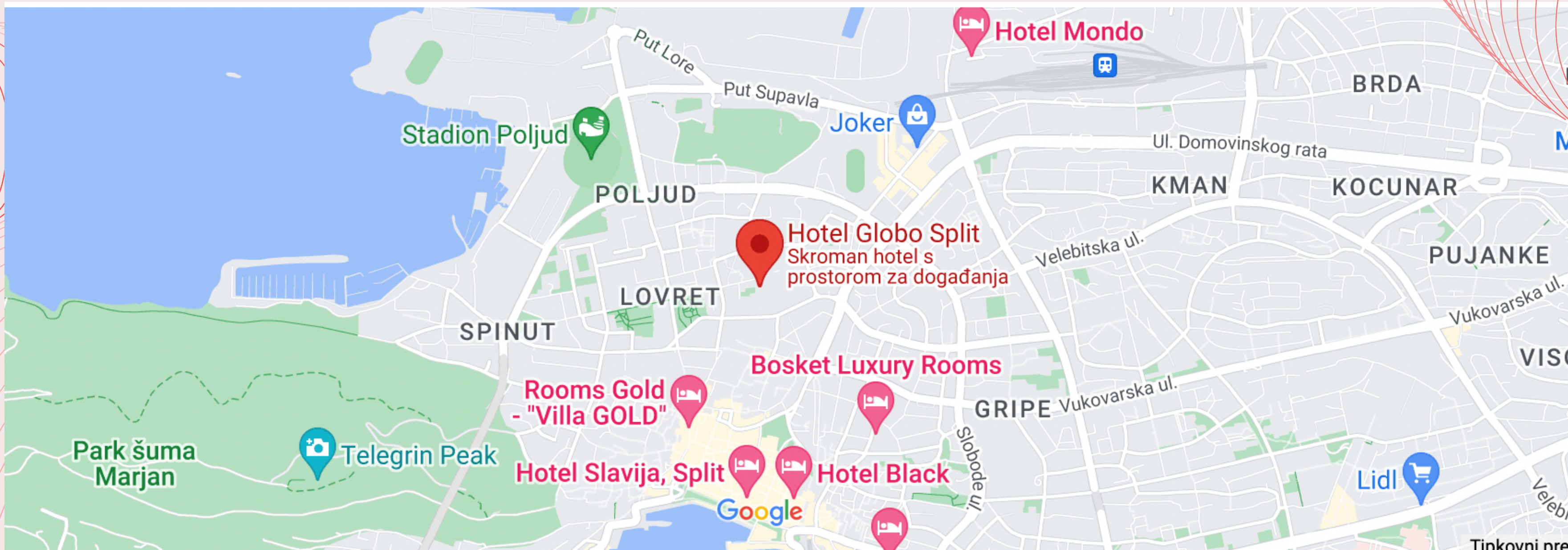
AIRPORT

30 km



BUS STATION

2 km



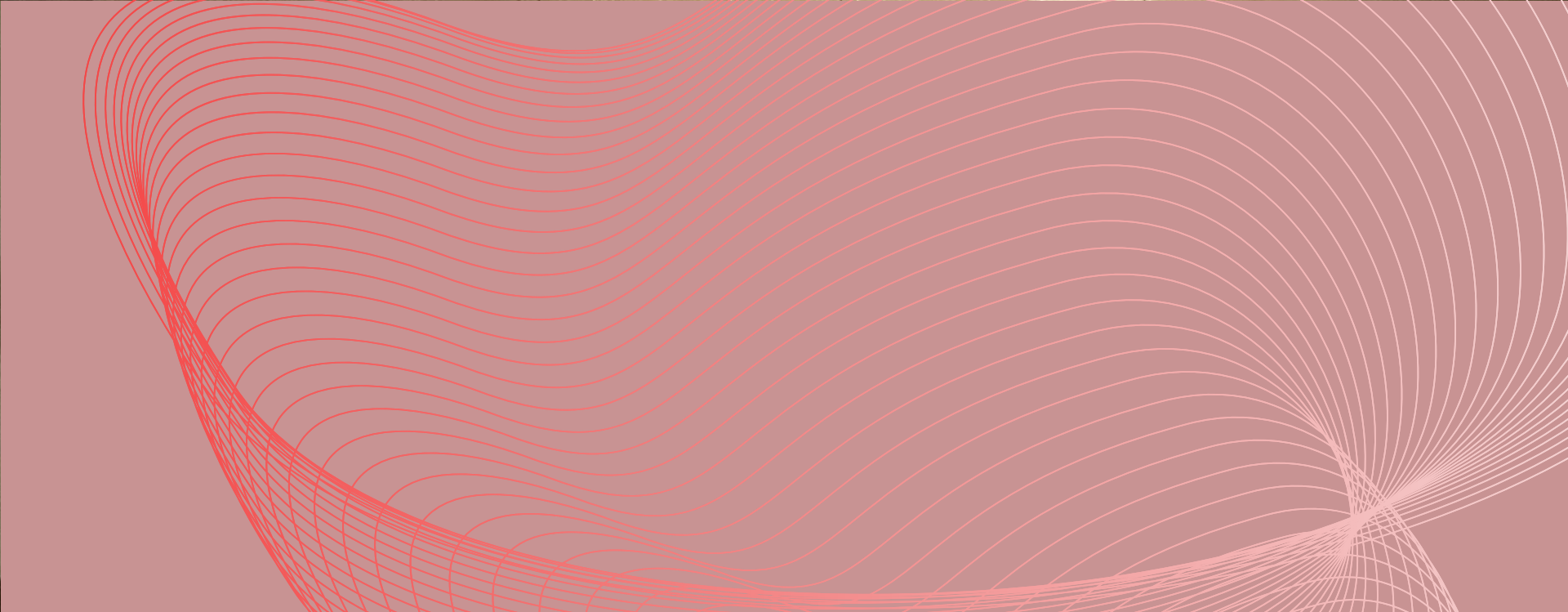
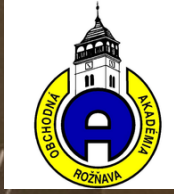


OUTSIDE SPACES OF HOTEL



entrance

RECEPTION



ROOMS





INTERNSHIP DIARY



Name and surname
Klára Kereskényiová



Obchodná akadémia, Akademika Hronca 8, Rožňava

Dátum/ Date	Príchod/ Arrival	Odchod Departure	Miesto výkonu práce/Place of work	Náplň práce/Duties	Prerušenie pracovného času/Interruption of working hours				Zodpovedný pracovník/ Responsible employee	
					Odchod/ Departure	Príchod/ Arrival	Dôvod/Reason	Schválil/Approved		
18. 09. 2023	8:00	14:00	HOTEL GLOBO, Lovretska 18, 21000 Split, Croatia HR	→ zoznámenie sa s hotelom → spravovanie rezervácií → Telefónova etiketa v hoteloch → getting to know the hotel → accepting reservations → Telephone Etiquette in hotels						
19. 09. 2023	14:00	20:00	HOTEL GLOBO, Lovretska 18, 21000 Split Croatia, HR	→ ďalšie typy rezervácií → prijímanie rôznych typov rezervácií → different types of reservation → channels of sale						
20. 09. 2023	8:00	14:00	HOTEL GLOBO, Lovretska 18, 21000 Split, Croatia, HR	→ check-in (prihlasovanie hostia na hotel) → vytváranie rezervácií pre väčšie skupiny hostí → check-in → creating reservations for larger group of hosts						
21. 09. 2023	14:00	20:00	HOTEL GLOBO, Lovretska 18, 21000 Split, Croatia, HR	→ odhlasovanie hostí zo systému → check out						
22. 09. 2023	8:00	14:00	HOTEL GLOBO, Lovretska 18, 21000 Split, Croatia, HR	→ fakturovanie → stornovanie rezervácie → creating invoices → storno of reservation						



INTERNSHIP DIARY



Name and surname
Klára Kereskényiová

Dátum/ Date	Príchod/ Arrival	Odchod/ Departure	Miesto výkonu práce/ Place of work	Náplň práce/Duties	Prerušenie pracovného času/Interruption of working hours				Zodpovedný pracovník/ Responsible empl
					Odchod/ Departure	Príchod/ Arrival	Dôvod/ Reason	Schválil/ Approved	
25. 09. 2023									
26. 09. 2023	8:00	14:00	HOTEL GLOBO Lorretska 18 & 1000 Split Croatia HR	-> mesačna sumarizácia tržieb generálnemu manažerovi -> check-out -> monthly report of profit to general manager					<i>Am Am</i>
27. 09. 2023	14:00	20:00	HOTEL GLOBO Lorretska 18, & 1000 Split Croatia, HR	-> check-in väčšej skupiny do systému -> check-in of larger group					<i>Am Am</i>
28. 09. 2023	8:00	14:00	HOTEL GLOBO Lorretska 18 & 1000 Split Croatia HR	-> spoznávanie systému Booking na rezerváciu pre hosti -> prihlasovanie hosti do sys. -> learning about reservation system Booking / check-in					<i>Am Am</i>
29. 09. 2023	8:00	14:00	HOTEL GLOBO Lorretska 18, & 1000 Split Croatia HR	-> fakturovanie -> odhlasovanie hosti zo sys. -> creating invoices -> check-out					<i>Am Am</i>

SPLIT



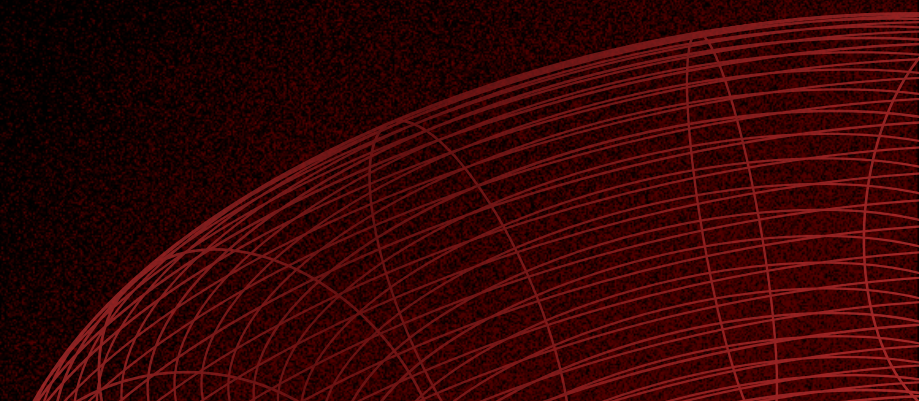
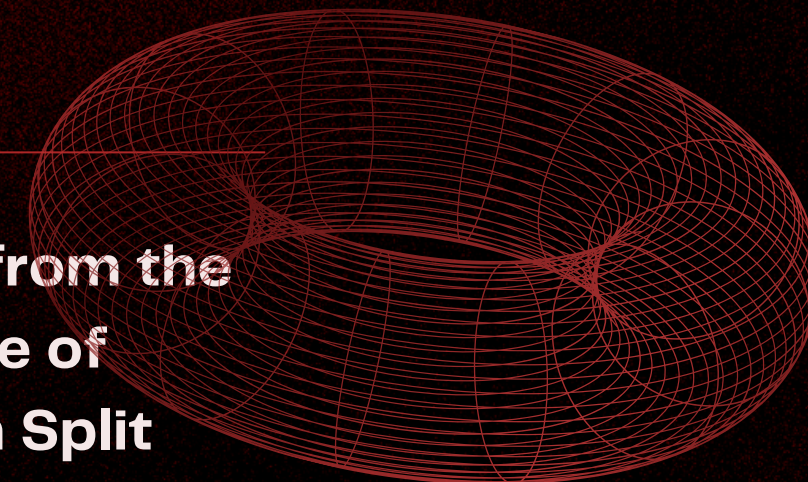
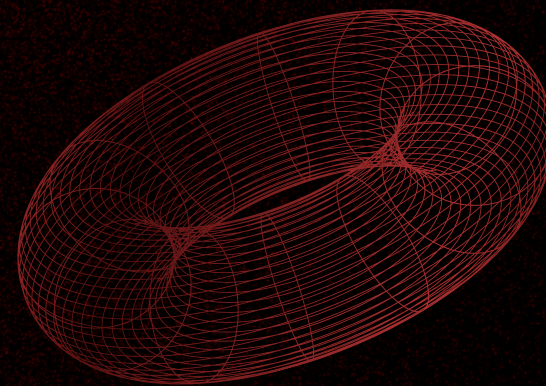
is the second-largest city of Croatia after the capital Zagreb, the largest city in Dalmatia and the largest city on the Croatian coast.

The Old Town of Split is a UNESCO World Heritage Site.



Earth Trekkers

Several iconic scenes from the popular TV series Game of Thrones were filmed in Split

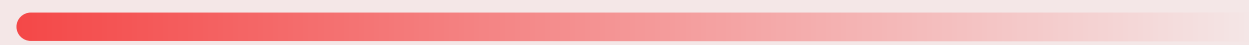




CLOSED SHOPS ON SUNDAY

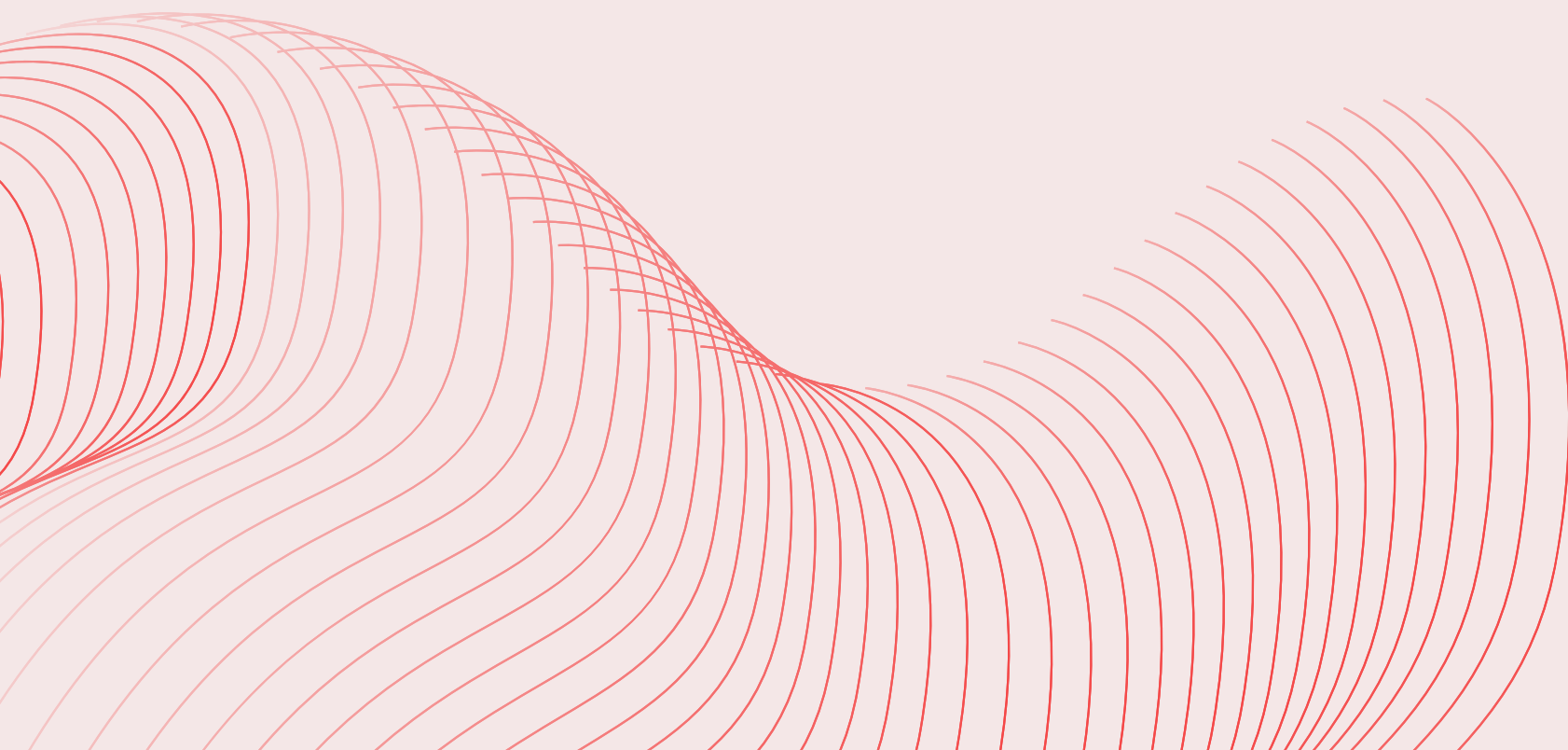


**MORE FLEGMATIC, ENERGETIC
PEOPLE**



WORK PLACE ETIQUETTE

❖ Cultural differences



Resources

<https://www.croatiameetings.com/venue/hotel-globo/129/>

https://www.booking.com/hotel/hr/hotelglobosplit.html?aid=304142&label=gen173nr_1FCAEoggI46AdIM1gEaGeIAQGYATG4AQfIAQ3YAQH0AQH4AQKIAgGoAgO4AqPI_6gGwAIB0gIkNmNiNTEOOTItNzlmZCOOMjA3LThmYmEtZDg1NjA5MTU5ODEw2AIF4AIB&sid=23d2415706c985306bf5af5e786b3a9f&all_sr_blocks=1972406_169979714_0_41_0;checkin=2023-10-06;checkout=2023-10-07;dest_id=19724;dest_type=hotel;dist=0;group_adults=2;group_children=0;hapos=1;highlighted_blocks=1972406_169979714_0_41_0;hpos=1;matching_block_id=1972406_169979714_0_41_0;no_rooms=1;req_adults=2;req_children=0;room1=A%2CA;sb_price_type=total;sr_order=popularity;sr_pri_blocks=1972406_169979714_0_41_0_14913;sreepoch=1696592585;srpvid=bd405260a17a00b2;type=total;ucfs=1&#tab-main



❖ THANK YOU FOR
YOUR ATTENTION!
