PRACTICE REPORT

ART HOTEL AND HOTEL CORNARO

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V.A
2023/2024

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THANK YOU FOR YOUR ATTENTION

BASIC INFORMATIONS

ART Hotel

- Art Hotel is located close to the historic centre of Split
- All rooms are equipped with TV and free Wi-Fi
- Guests can choose from vegetarian, vegan and gluten-free breakfast included in the price
- The hotel has a spa, sauna, fitness centre or a large terrace with a swimming pool and bar

ART HOTEL

★★★★

BASIC INFORMATIONS

Hotel Cornaro

- Hotel Cornaro is located in the centre of Split
- It offers a rooftop terrace with a hot tub and bar, a 24-hour reception and parking spaces

ADRESS: SINJSKA 6, 21000 SPLIT, CROATIA
PHONE:+385 21 644 200

ORGANISATIONAL STRUCTURE

Owner

Manager - Sanja

Finance manager

Head of maintanance

Head of waiters

Head of reception

Boss

Managers

Supervisors

Housekeeping

Reception

Restaurant

PROMOTION MATERIALS

WORKING PREMISES

ART Hotel

BOSCH
BACAR
CARTA BL

WORKING PREMISES

Hotel Cornaro

RECEPTION
HOTEL

Activities carried out in the practice

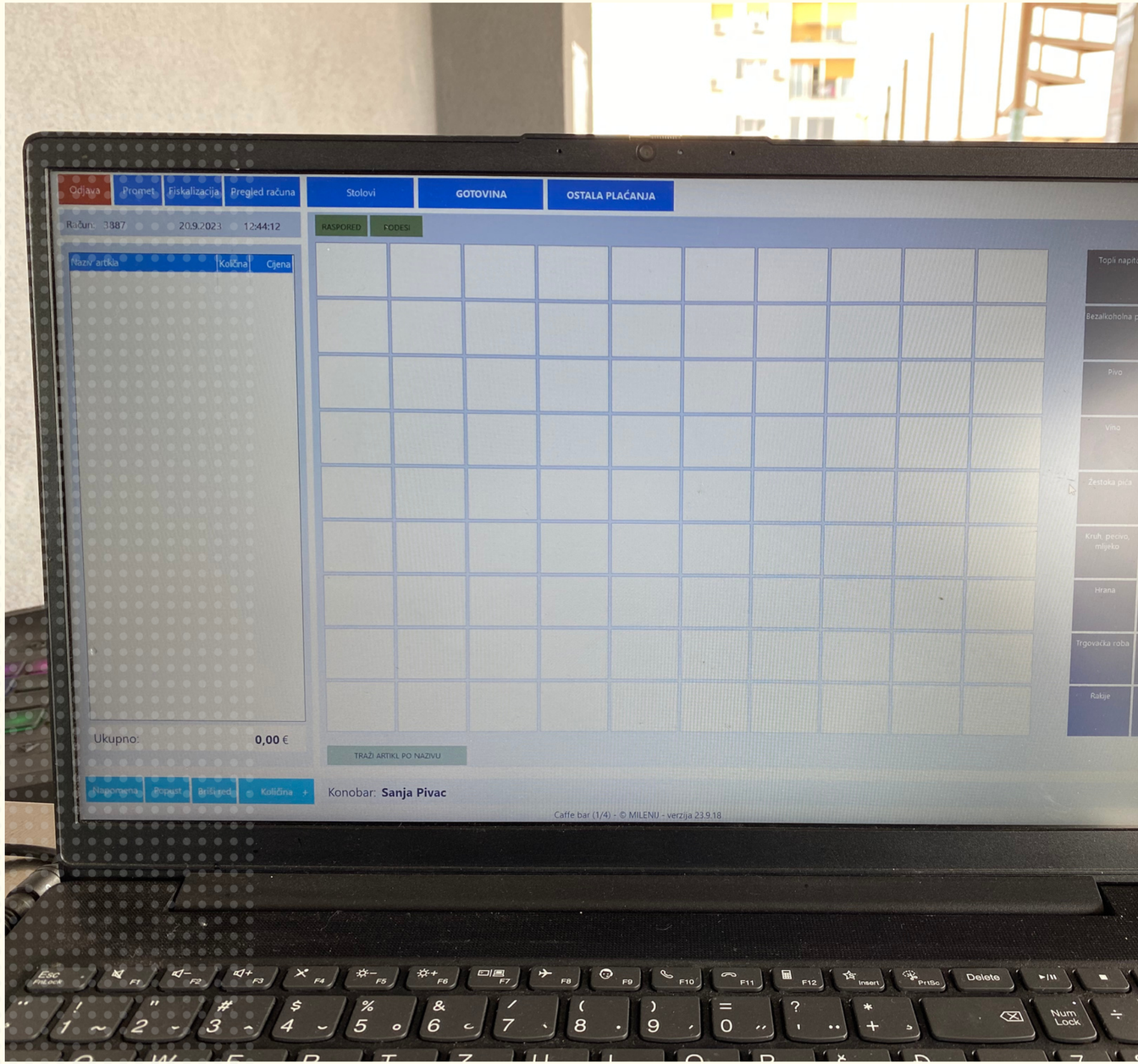
• ART HOTEL

- Familiarisation with hotel records
- Recording of small assets
- Closing of the catering software
- Intensive communication with guests in English

• HOTEL CORNARO

- Training to work with the guest
- Check-in and check-out of guests
- Escorting guests to their rooms
- Intensive communication with staff and guests

DOCUMENTS AND SOFTWARE



Hotel Cornaro

Slack - communication with staff

Milenij - software for recording the arrival and departure of guests

Hotels touch management - software for communication with staff

ART Hotel

Milenij- catering software serving as a cash register

PRACTICE DIARY

Obchodná akadémia, Akademika Hronca 8, Rožňava

Name and surname
Kvetoslava Mohylákova

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 ART Split	Oboznámenie sa s hotelom a personálom Introduction to the staff and the hotel					HOTELI A SPLIT 2 d.o.o.
19. 09. 2023	14:00	20:00	Hotel ART Split	Oboznámenie sa s hotelovou evidenciou Introduction with hotel evidency					HOTELI A SPLIT 2 d.o.o.
20. 09. 2023	8:00	14:00	Hotel ART Split	Evidencia drobného hmotného majetku Records of small tangible assets					HOTELI A SPLIT 2 d.o.o.
21. 09. 2023	14:00	20:00	Hotel ART Split	Uzavierka gastronomického systému Closing time of gastronomy software					HOTELI A SPLIT 2 d.o.o.
22. 09. 2023	8:00	14:00	Hotel ART Split	Intenzívna komunikácia s hosťami v anglickom jazyku Intensive communication with guests in English					HOTELI A SPLIT 2 d.o.o.

Obchodná akadémia, Akademika Hronca 8, Rožňava

Name and surname
Kvetoslava Mohyláková

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	
25. 09. 2023	14:00	20:00	Hotel Cornaro Split	Oboznámenie sa s priestormi hotela Introduction to the hotel					Cornaro hotel Split
26. 09. 2023				Neprítomná Absent					
27. 09. 2023	14:00	20:00	Hotel Cornaro Split	Zaškolenie do práce s hosťami a otestovanie mojich vedomostí, check-in hostí Training to work with guests and testing my knowledge of presentation, check-in guests					Cornaro hotel Split
28. 09. 2023	8:00	14:00	Hotel Cornaro Split	check-out a sprevádzanie hostí po hotely check-out and accompanying guests around hotel					Cornaro hotel Split
29. 09. 2023	8:00	14:00	Hotel Cornaro Split	check-in a check-out hostí a rozlúčka s personálom check-in and check-out of guests and farewell to the staff					Cornaro hotel Split

CONTRIBUTION FROM THE PRATICE

- Thanks to the intensive communication, I had a great practice of the English language
- I learnt how to register arrivals and departures of guests in hotels
- I learnt a lot about hotels
- I experienced what it is like to be an employee of a 5-star hotel
- The internship showed me how things work in a regular job and I'm very grateful that I was able to take part in it

Resources

www.cornarohotel.com
www.arthotel.com
own resources

THANK YOU FOR YOUR ATTENTION