



Practice report



Hotel AMBASADOR



Viktória Pavlovská

V. A

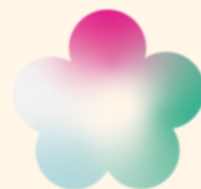
Content



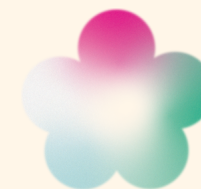
Introduction of the hotel



Work description



Klients



Practice diary



Hotel offers



The documents I encountered



Work space



Benefits from practice

Introduction of the hotel

- 5* hotel, opened from August 2022 located in the second largest city of Croatia - Split
- is located on the west coast of the promenade of the city of Split
- 1km from the harbor for cruise ships and ferries and 25km from Split airport

- RETOI d.o.o.
-  Hotel Ambassador 5*
Trumbiceva obala 18
21000 Split
-  +385 21 293 000
-  info@ambassadorsplit.com
-  ambassadorsplit.com

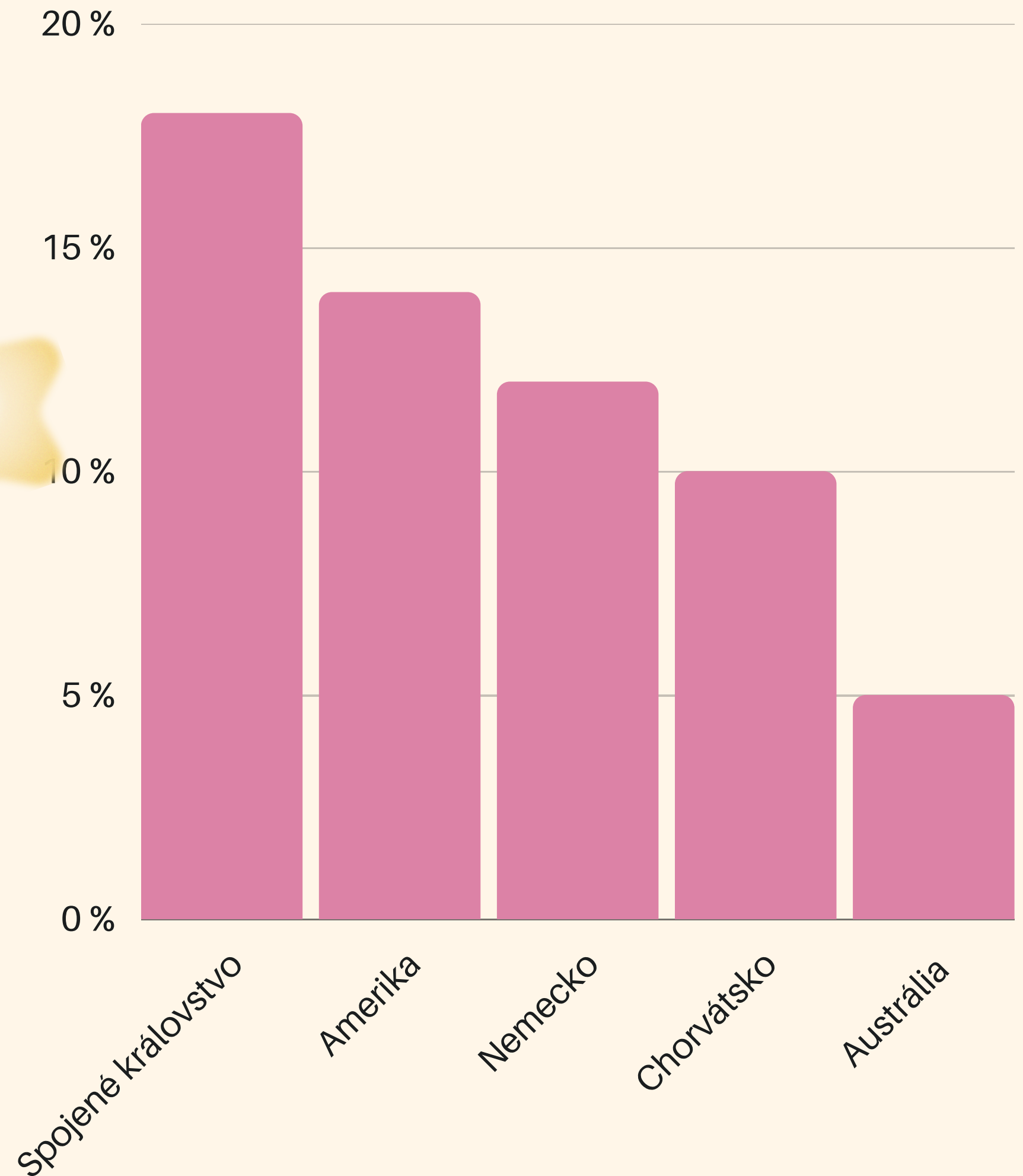


Klienti

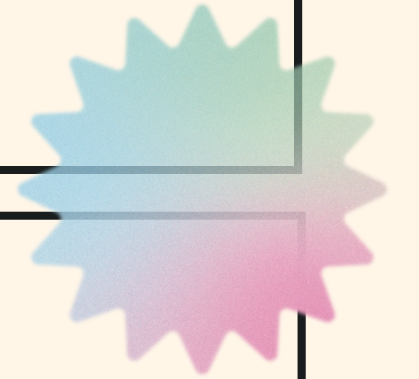
Mostly, whether during or out of season, they are people coming from the United States of America (USA), United Kingdom (UK), and Croatia.

From Europe, the most common are Germans and Austrians.

On the contrary, from Asia, it is Japanese or Malaysians.



Hotel offers



Accommodation

- the hotel offers 98 luxurious rooms and 3 apartments.
- each room is equipped with an LCD TV, a bathroom with a heated floor, a coffee maker, a minibar, a safe, free WiFi, a telephone, a tablet with hotel app, and French windows.

Restaurant MÉDITERRANÉE

- focused mainly on Mediterranean cuisine
- maintains the tradition in the area of Dalmatia with modern cooking methods
- the menu includes mainly seafood, meat specialties, but also regional cuisine

SPLIT bar

- nachádza sa na prízemí hotela, na promenáde Riva
- slúži nie len pre hostí hotela ale aj pre okoloidúcich
- v ponuke od rannej kávy nájdeme aj rôzne miešané kokteily

POOL bar

- nachádza sa na 3. poschodí, aj s bazénom, ktorý majú hostia v cene pobytu
- v ponuke nájdeme miestne domáce vína a liehoviny, na ktoré sú domáci nesmierne hrdí
- okrem občerstvenia si návštevníci môžu užiť krásny výhľad na celé pobrežie priamo z bazéna

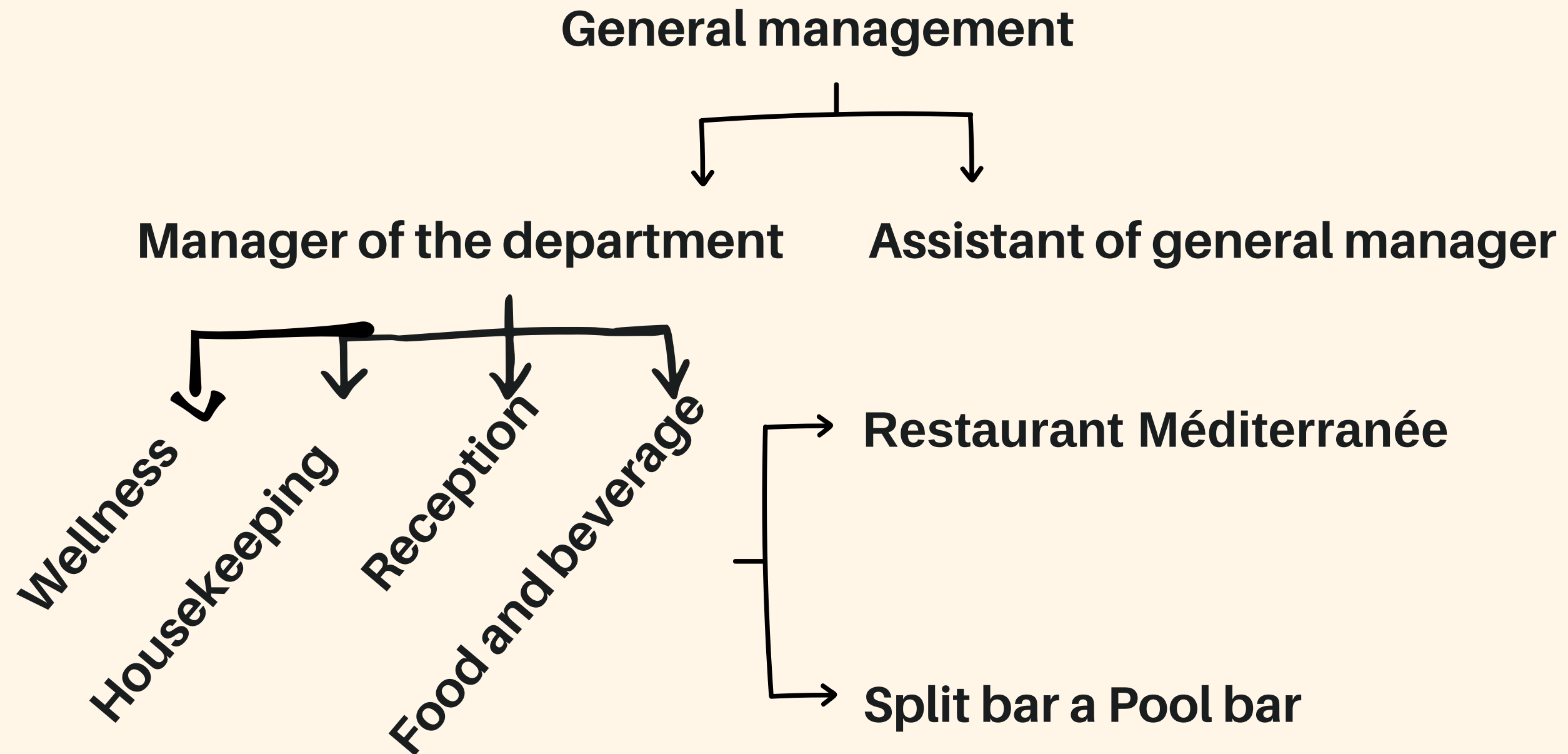
HACELIA Spa

- the offer includes saunas, a fitness center, and a "salty" room, all included in the price of the stay.
- for an additional fee, services such as hairdressing, manicure, pedicure, couple, or individual massage are available.

Multifunctional conference room

- located on the 1st floor of the hotel, various business meetings, receptions, seminars, cinema, banquets and workshops are organized.
- offers a capacity of up to 100 people.

Organization structure

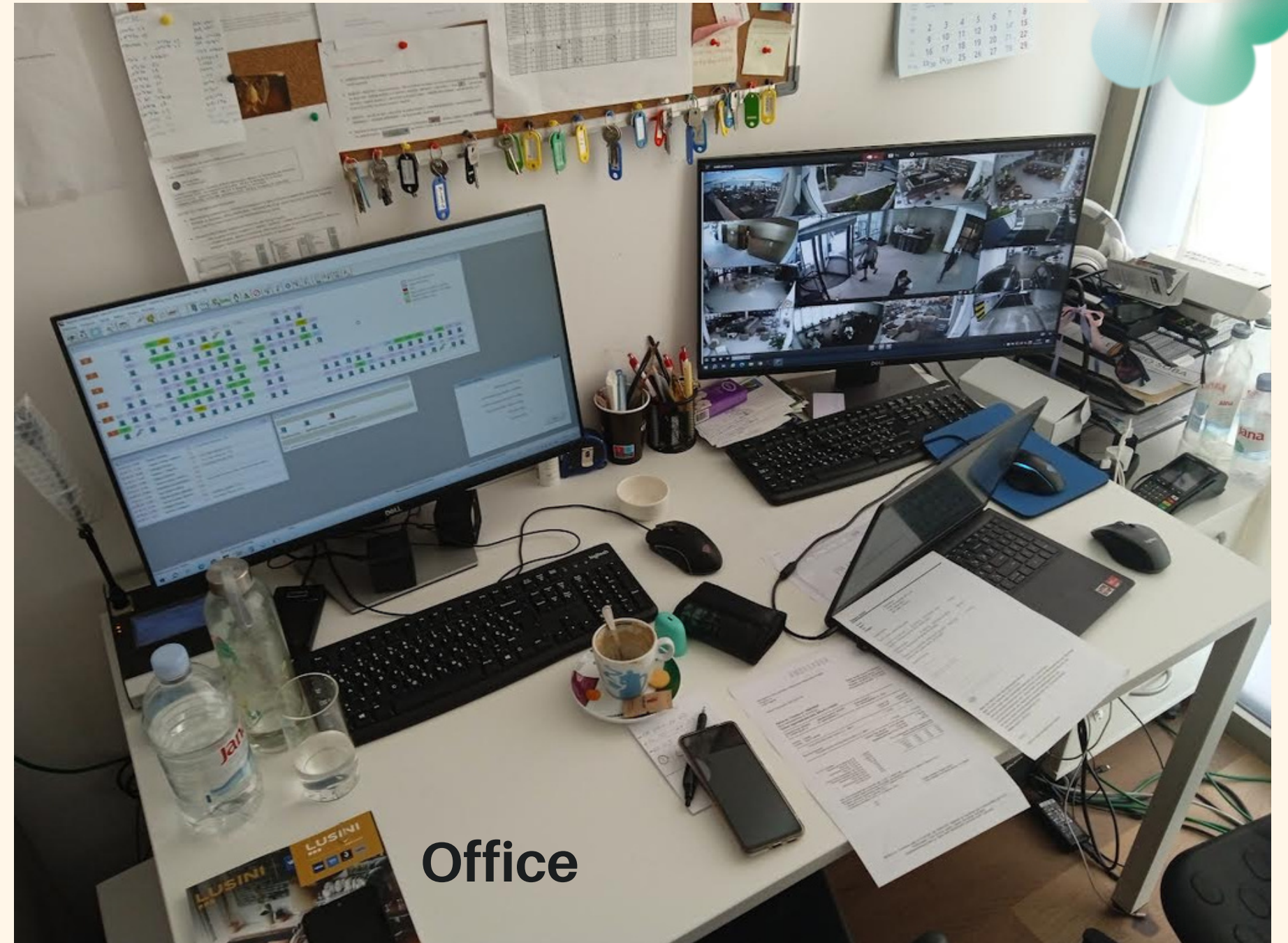


Work space

Reception



Office



Vstupná hala



Work description

Getting to know the programs used

PROTEL hotel management suite,
Nadzor intelintnich soba

Registration of the hotel cards

I assigned the appropriate room number to the hotel cards in the Nadzor intelligence room program.

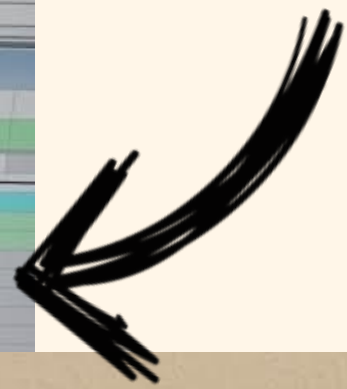
Check-in and check-out of guests

I scanned the passports of incoming guests in the PROTEL hotel management suite program,
and,
I prepared invoices.

Work with various documents

Sorting of incoming invoices and cash register blocks into the binder according to room numbers.

PROTEL hotel management suite



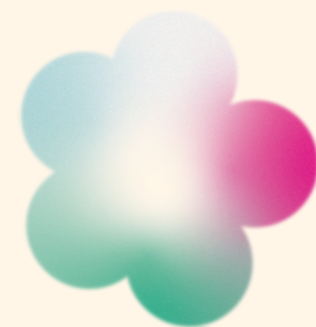
Nadzor inteligentnih soba

Practice diary

Name and surname
Viktória Paulovská

Obchodná akadémia, Akadémika 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	10:15	12:00	Hotel AMBASADOR	Oboznámenie sa s hotelom a hotelovým personálom Getting to know the hotel and the hotel staff					MP
19. 09. 2023	8:00	14:00	Hotel AMBASADOR	Evidencia hotelových kariet do systému Registration of hotel cards into the system					MP
20. 09. 2023	14:00	20:00	Hotel AMBASADOR	Triedenie pokladničných blokov do zväzku, a evidencia hostí do systému Sorting cash register blocks into a binder, registration of hotel guests into the system					MP
21. 09. 2023	8:00	14:00	Hotel AMBASADOR	Triedenie došlých faktúr Sorting of incoming invoices					MP
22. 09. 2023	14:00	20:00	Hotel AMBASADOR	Prijem a vydaj propagačného materiálu zo skladu Receiving and issuing promotional material from the warehouse					MP





Name and surname

Obchodná akadémia, Akademia 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	
25. 09. 2023	8:00	14:00	Hotel AMBASADOR	Evidencia hotlových kariet do systému, triedenie pokladničných blokov do zabladaču	Registration of hotel cards into the system, sorting cash register blocks into a binder				
26. 09. 2023	14:00	20:00	Hotel AMBASADOR	Triedenie došlých faktúr a pokladničných blokov do zabladaču	Sorting of incoming invoices and cash register blocks into a binder				
27. 09. 2023	8:00	14:00	Hotel AMBASADOR	Check-in hostí Check-in guests					
28. 09. 2023	14:00	20:00	Hotel AMBASADOR	Check-out hostí Check-out guests					
29. 09. 2023	8:00	14:00	Hotel AMBASADOR	Triedenie došlých faktúr do zabladaču Sorting of incoming invoices into a binder					

The documents I encountered

AMBASADOR SPLIT 1937

Hrvatska Narodna Banka
Trg hrvatskih velikana 3
10002 Zagreb

Porezni broj kupca: 96970281739

Datum ispisa računa: 15/09/2023
Vrijeme izdavanja računa: 09:26
Boravak: od 05/09/23 do 15/09/23
Rok plaćanja/Due date: 15/10/2023

Račun br. / Invoice nr. 1097/100/3
Narudžbenica Br.219/23

Dolazak/Arrival	Odlazak/Departure	Noćenja/Nights
05/09/23	15/09/23	10
Br. odraslih/Adults: 0	Br. djece/Children: 0	Broj rezervacije/Res. no.: 4611

Količina	Usluga	Cijena EUR	Iznos EUR
Quantity	Type of service	Price EUR	Sum EUR
62	Voda IN 202330004000487, PG 44	4,65	288,30
1	Kava dobrodošlice	1.104,00	1.104,00
1	Najam dvorane IN 202330004000487, PG 49	900,00	900,00
1	Ručak	2.530,00	2.530,00

Plaćanja/Payments:

1	Predujam TRR 13% (#454) AR 22/08/23	-4.673,50	-4.673,50
1	TRANSAKCIJSKI RAČUN	-148,80	-148,80

Ukupno/Total amount: 36.333,62 HRK 4.822,30
Plaćeno/Paid: -35.212,49 HRK -4.673,50
Neplaćeno/Not paid: 1.121,13 HRK 148,80

PDV/VAT included:	PDV iz predujma/VAT paid with deposit invoices:
Osnovica za PDV/Net 25.00 % 1.813,14	Bruto/Gross Osnovica/Net PDV/VAT
PDV/VAT 25.00 % 453,28	25.00 % 0,00 0,00 0,00
Osnovica za PDV/NET 13.00 % 2.238,94	13.00 % -4.673,50 -4.135,84 -537,66
PDV/VAT 13.00 % 291,06	0.00 % 0,00 0,00 0,00
Porez na potr./Consumption tax 3.00 % 25,88	0.00 % 0,00 0,00 0,00
Boravišna pristojba/City tax 0.00 % 0,00	
Osnovica za PDV/Net 0.00 % 0,00	
PDV/Vat 0.00 % 0,00	
Osnovica za PDV/Net 5.00 % 0,00	
PDV/Vat 5.00 % 0,00	

Fiksni tečaj konverzije/Fixed conversion rate: 1 EUR = 7,53450 HRK
Boravišna pristojba i porez na potrošnju ne podliježu oporezivanju temeljem čl. 33. stavka 3. Zakona o PDV-u
* Poseban postupak oporezivanja marže po čl. 91 Zakona o PDV-u
** Neoporezivo po čl. 25 st. 2 Zakona o PDV-u
***Oslobodeno temeljem čl. 48 st. 1 t. a) Zakona o PDV-u

JIR: / Oznaka operatera: Zdeslav Gabrić
ZKI: / Osoba ovlaštena za izdavanje računa: Tonči Medić

RETOI d.o.o., Trumbićeva obala 18, 21 000 Split, OIB: 76399721037, Registriran na Trgovačkom sudu u Splitu pod MBS: 06011217
Temeljni kapital: 21.629.100,00 kn uplaćen u cijelosti. Član uprave: Tonči Medić.
Erste&Steiermarkische bank d.d., Rijeka, IBAN: HR8324020061100916233; SWIFT: ESBCHR22,

Incoming invoice

Datum: 8.9.2023 Vrijeme: 18:31
Hotelsko zaduženje br: 487/200/1
Prateći dokument br: 482/200/1

Stol: u1

Artikl	Cijena	Kol.	Ukupno
KONFERECIJSKA VODA 0,75L	4,65	62,00	288,30
OPEN BEVERAGE WELCOME COFFEE	9,00	46,00	414,00
NAJAM KONF. DVORANE 2	900,00	1,00	900,00
MENU RUCAK	40,00	46,00	1840,00
OPEN FOOD COFFEE BREAK	7,50	92,00	690,00
OPEN BEVERAGE COFFEE BREAK	7,50	92,00	690,00
ESPRESSO	3,00	5,00	15,00
CAPPUCCINO	4,50	4,00	18,00
JAMNICA MINERALNA 0,75L	6,50	7,00	45,50
HEINEKEN 0,0% 0,33L	6,00	2,00	12,00
PAGO JABUKA 0,20L	5,50	3,00	16,50
PAGO MARELICA 0,20L	5,50	1,00	5,50
MARASTINA, MARKO SLADIC 0,75L	42,00	8,00	336,00
BABIC, TESTAMENT 0,75L	45,00	4,00	180,00

UKUPNO: 5.450,80 EUR
41069,05 kn

1 EUR = 7,53450 kn

Operator: Ivica U.
Soba: 9001
Gost: Hrvatska Narodna Banka

HVALA
THANK YOU

ZKI: e9f396c285ae1b977ceb470f98de002a
JIR: 17e24036-040c-456e-abf0-3a0919702e7a

Remaris v. 2.108.90

Cash register block

Antonela Šetka

From: Expedia <no-reply@d-edge.com>
Sent: 11. rujna 2023, 0:03
To: Brankica Marić, Antonela Šetka; Info
Subject: I7SRK9 - New booking - Ambassador Hotel

For security precautions, please make sure the URL to connect to your D-EDGE extranet reads <https://login.d-edge.com> when you sign in.

New booking no. I7SRK9
For the attention of: Ambassador Hotel (26494)
18 Trumbićeva obala 21000 Split - Croatia

Origin: Expedia (1903)
Booking site: <http://www.expedia.com>
Date/time of booking: 11 Sep 2023 - 12:03 AM (Zagreb)
Rate: BARBBOTA
Service: Breakfast included

Expedia ref.: 84440406
D-EDGE ref.: I7SRK9

This booking has been handled by Expedia. Any guest queries should be sent to Expedia.

Booking

Check-in: Sunday, September 17, 2023 Length of stay: 2 nights Customer name: renaud poirier
Check-out: Tuesday, September 19, 2023 Number of guests: 2 Customer e-mail: fb9c902caf@m.expediapartnercentral.com

Summary	BARBBOTA (BARBBOTA)		Total
1 Superior Room with sea view	Sep 17 460.34	Sep 18 680.13	EUR1,140.47
Tax			EUR0.00
	Total amount for the stay		EUR1,140.47
	Deposit amount		EUR0.00

The balance of EUR1,140.47 must be paid directly at check-in.

Guest

Name: renaud poirier Number of guests
Country: Adult(s): 2
E-mail: fb9c902caf@m.expediapartnercentral.com Children between the ages of 2 and 12: 0
Phone: 44-20-39293737 Children under 2 years of age: 0

Comments:

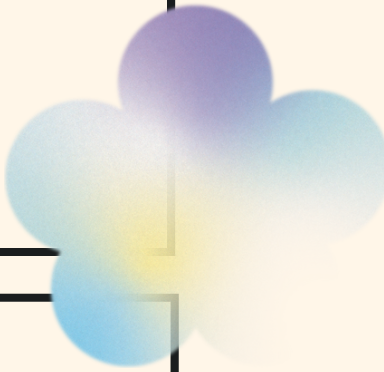
Point of sale: Expedia Affiliate Network / Special requests:
Parking for our stay
1 King Bed

Incoming reservation

Benefits from practice

- during the 2 weeks of my internship abroad, I had the opportunity to learn a lot in the field of services and hospitality
- I had the opportunity to learn to work with new programs
- it was a very positive and beneficial experience for me
- I also improved my communication in the English language, but I also had the opportunity to solve unexpected crisis situations that happened during practice

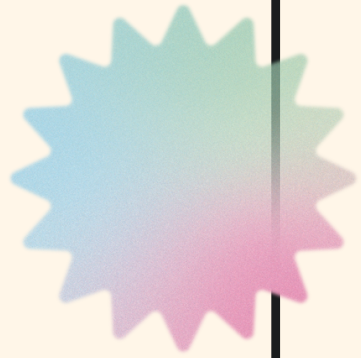
Sources



- <https://ambassadorsplit.com>
- own sources



Thank you



for

attention

