



## Holder of the document

1 SURNAME(S) \*

Czap

2 FIRST NAME(S) \*

Vanessza

3 ADDRESS

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## Sending partner

9 NAME AND ADDRESS \*

Budapesti Gazdasági SZC Varga István Közgazdasági Technikum  
1039 Budapest, Hatvany Lajos str. 7.

10 STAMP AND/OR SIGNATURE

11 SURNAME(S) AND FIRST NAME(S) OF REFERENCE PERSON/MENTOR \*

Székely Júlia

12 TELEPHONE

+36/1-454-0570

13 TITLE/POSITION

Headmaster

14 E-MAIL

szekelyjulia11@gmail.com

## Host partner

15A NAME AND ADDRESS \*

Travelmania GmbH, TravelEdventures  
A-4400 Steyr, Wolfenstraße 46.

16 STAMP AND/OR SIGNATURE

15B COUNTRY \*

Greece

17 SURNAME(S) AND FIRST NAME(S) OF REFERENCE PERSON/MENTOR \*

Dorota Feifer

18 TELEPHONE

+30-6939122029

19 TITLE/POSITION

Mentor

20 E-MAIL

dorota@traveledventures.com

\* Headings marked with an asterisk are mandatory.

The Europass Mobility is only valid if it is signed by the holder of the document, by the reference persons/mentors and it has to be signed and stamped by the sending and host partners.

Europass mobility is a standard European document, which records details of the contents and the results - in terms of skills competences or of academic achievements - of a period that a person of whatever age, educational level and occupational status has spent in another European country (UE/EFTA/EEA and candidate countries) for learning purposes.

## Description of the mobility experience

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### 21 OBJECTIVE OF THE MOBILITY EXPERIENCE \*

Improve vocational skills and competencies by the help of vocational training spent in another European country. Train and complete the holder's vocational education and training.

### 22 EDUCATION OR TRAINING INITIATIVE IN THE COURSE OF WHICH THE MOBILITY EXPERIENCE WAS COMPLETED

Secondary school studies, vocational education for tourism

### 23 COMMUNITY OR MOBILITY PROGRAMME INVOLVED

Erasmus+ mobility project for VET learners and staff (KA1)

### DURATION OF THE MOBILITY EXPERIENCE

24 FROM \* 2022-07-30

25 TO \* 2022-08-24

## Skills acquired during the mobility experience

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### 26A ACTIVITIES/TASKS CARRIED OUT \*

During the mobility programme, the participant gained experience in the different fields of an accommodation. The participant was given various tasks in the reception, the room service, the house keeping, the reservations and the F&B departments, in a rotational system.

### 27A JOB-RELATED SKILLS

The participant gained skills in independent work, task and time management, problem solving, guest orientation, precise working, multiple task management, and efficiency.

### 28A LANGUAGE SKILLS

Written and oral English vocabulary were enriched with professional terms, took part in the daily written correspondence among various departments of the accommodation. Interconnections with tourists made it possible to practice in sales, reservations, and reservations, and receptionist situations.

### 29A COMPUTER SKILLS

The participant practiced Excel, Word and Outlook, gained experience in online booking engines, as well as the digital front office and invoicing software systems. The participant was educated how to use MICROS POS system in the restaurant.

### 30A ORGANISATIONAL/MANAGERIAL SKILLS

The participant effectively shared information with other colleagues, managed to ask for and accept other colleagues' opinions and ideas, started own initiatives, actively took part in problem solving.

### 31A COMMUNICATION SKILLS

The participant was able to express polite opinion, clearly and openly handled complaint situations, communicated properly and friendly with colleagues and clients alike. The participant's written communication gained professional terms and style.

### 32A OTHER SKILLS

The overall attitude of the participant gained responsibility and quality orientation. The participant was focused on cooperation and efficiency.

### 33A DATE \*

### 34A SIGNATURE OF THE REFERENCE PERSON/MENTOR \*

### 35A SIGNATURE OF THE HOLDER