



TRAVEL REPORT

GERMANY

City: Zirndorf

Company: HotelKnorz

Date: 4th April-5th May

WHY DID YOU WANT TO GO ABROAD?



I love to explore and understand different of the culture. Moreover going abroad is benefit to my future career as a customer service agent. Beside, I´m a foreigner in Finland. So, I assume that to have more experienes of different cultures is one of my strength that can be improved.

HOW DID YOU ORGANISE YOUR TRAVELLING ARRANGMENTS?

As they doesn´t have direct flight from Helsinki to the closets airport of the hotel, Nuremberg. I have to manage for connecting flight and also took the bus that offer between airport. After all the journey the owner of the hotel always transport me from and to the airport.

WHERE DID YOU FIND ACCOMMODATION? HOW WAS IT LIKE?

The accommodation is offered by the hotel. And it's actually behind the hotel back office. So, I would say it's very convenient to get to the work place and I also have my private room that sharing toilet and kitchen with other 3 interns. Overall it's a very nice accommodation.

WHAT DID YOU DO IN YOUR FREE TIME? DID YOU GET TO KNOW OTHER?

I usually travel during my free time as the hotel is located in the good location. Also the hotel offer me the month ticket that I can travel through all Germany.

Overmore than that during this short period of time. I went for a picnic with other interns and we always have breakfast together with all the stuffs. So, I get to know them at some point and we become friends.



WHAT WERE YOUR WORKPLACE, JOBTASKS AND COLLEAGUES LIKE?



My workplace is nice. It's a small hotel that have everything you needed. Also because of that as a worker in a small hotel mean you have to know how everthing work.

We are cozy and not having that much staffs, so we are more like friend wokers and having nice work environment. sometime the work can be really heavy and exhausted as well.

Usually because I don't speak any German. My main morning tasks are to serve the breakfast and prepare the food. And the afternoon tasks are cleaning the room and hotel area.

I feel like most of my colleagues are really nice and very helpfull. They always teach me and tell what I should do. Therefor I never feel like I being left alone. But in the other hand I get sometime hesitating.

HOW DID YOU COMMUNICATE AND WORK TOGETHER WITH YOUR COLLEAGUES?

I mainly communicate in English with my colleagues. But also I have only German speaker colleagues then we use body language, common sense and practical demonstrations.

HOW WAS IT LIKE TO WORK IN A DIFFERENT LANGUAGE?

I really feel like the language is just for communication as long as it works, so it's good enough. My German speaker colleague like to speak German to me anyway. And when I remember and understand some words, they seem so happy.

I really appreciate it. Then it proved that learning a language is really hard and most of the people understand it. So, it doesn't matter to make a mistake while you're learning.



WHAT DIFFERENCE DID YOU NOTICE BETWEEN THE LOCAL AND FINNISH WORKCULTURE?



In my opinion team working style can be mention for this topic. As I notic maybe it´s because we are small hotel, so we like to work and complete the work tasks together. Differently from Finnish workculture that like to be more independent and take part of the team by responsible on the individual tasks.

WHAT DID YOU LEARN ABOUT THE COUNTRY AND ITS CULTURE?

The people likely to be more talkative and outgoing. The work culture for me is considered as perfectionist mind set and take it really serious when they work but enjoy and relax after. Staffs here provide more warmer customer service and less self service. They really like to occupy with the guests. And the guests likely to talk and communicate with staffs and other guests as well.

WHAT DID YOU LEARN ABOUT YOURSELF?

Honestly, the work tasks likely be really hard for me. But I still carry on. And surprisingly I have done it. Because I was thinking after few weeks past that I was not really sure, if I can complete the internship. But yes, so I am one of the hard worker that manage to wake up at 5.30am mostly everyday and I´m a bit proud of it.

DID YOU FACE ANY PROBLEMS? HOW DID YOU SOLVE THEM?

Yes, as the work tasks of helping with the breakfast sometime it can be stressfull during rushing hour. So we manage to prepare everything as mush as we can. And do our best to serve the customer. And the house keeping is one of the hard workI would say. But at some point I a littel bit get use to it and take a lot of rest after work. So everything is fine.



WHAT WAS THE BEST EXPERIENCE OF THE TRIP?



I served the Thai family customer and it was really nice as I really feel like what should I do to satisfy them and we can have convosetion in Thai for the first time of my service. I think everyone is very happy about it also I am.

WHAT TIPS WOULD YOU LIKE TO GIVE TO THE NEXT STUDENT WHO IS GOING TO THE SAME COUNTRY?

I would like to recommend other student to be prepared for German language. As they are a lot of German speakers here. They are very nice people and things that you will get to know better if you speak their language. But don't be too worry with English, it's fine and unless with the open mide set you will learn to enjoy it by your own way.