

PROGRAMME

Sending organization: Srednja škola Stjepana Sulimanca

Dravska 41, 33405 Pitomača

Hosting organization: Aviva Poland Vocational Training Sp. z o.o.

Św. Antoniego street 2/4, Pasaż Pokoyhof, 50-073 Wrocław

Schedule of the training period for group of Restaurant (waiter/waitress):

DATA	MAIN ACTIVITIES	ACHIEVED SKILLS	TIME
Day 1 Saturday	Travel Day: <ul style="list-style-type: none"> Arrival of project participants from Croatia, accompanied by tutors, Pick up from an airport by a representative of Aviva Poland, Transfer and accommodation. 		6h
Day 2 Sunday	Introductory Meeting with Aviva Poland host organization: <ul style="list-style-type: none"> Meeting with representatives and group's tutor, <u>Presentation of Poland</u>, including short introduction into Polish geography, basic facts and culture, led by AVIVA POLAND, Discussing the program's objectives, <u>Orientation tour</u> with tutor from host organization, focusing on practical aspects of moving around the dwelling-place. 	Having great opportunity to talk in foreign language about achievements and interest in gastronomy, opportunity to ask any question. Furthermore learning about culture and customs of Poland.	6h
Day 3 Monday	Introduction day in the host company: <ul style="list-style-type: none"> Taking part in Introduction day, accompanied by tutor of the host organization. The host company ensures an appropriate induction to the work environment. Learning about daily work schedules, organization of the company, scope of duties and meeting the staff. Participating in <u>Health and Safety training</u>, provided by AVIVA Poland and also within the workplace. 	Project participant gets familiar with occupational health and safety requirements. After training, trainee is aware of health and safety rights and obligations and is able to prepare a workplace in accordance with the regulations.	8h
Day 4 Tuesday	Playing an active role in the waiter activities of the restaurant, such as: <ul style="list-style-type: none"> welcoming customers, when they entering the restaurant, escorting customers to the tables, setting tables, supporting in cleaning of the workplace. 	Experiencing an international environment. Being friendly and reliable. Improving foreign language skills. Acquiring knowledge in polish gastronomy.	8h

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	<p>Getting acquainted with the menu. Learning about local tradition dishes and drinks, served in restaurant.</p> <p>Getting to know the characteristics of working in gastronomy, in Poland.</p>		
Day 5 Wednesday	<p>Playing an active role in the waiter activities of the restaurant, such as:</p> <ul style="list-style-type: none"> • assisting with serving breakfast, • learning dishes' names from the menu, • providing detailed information of ingredients, food allergies, how the food is cooked, recommendations. 	The student improves foreign language skills through working in an international group. Learning information about dishes served in restaurant and becoming menu expert.	8h
Day 6 Thursday	<p>Playing an active role in the waiter activities of the restaurant, such as:</p> <ul style="list-style-type: none"> • helping with daily tasks in the restaurant, • checking in with customers to ensure they are enjoying the meal, • providing detailed information about the specials of the day/season. <p>Maintaining cleanliness in the workplace.</p>	Familiarizing yourself with consumers' demands. Being responsible for own actions. Improving abilities of active listening and effective communication.	8h
Day 7 Friday	<p>Playing an active role in the waiter activities of the restaurant, such as:</p> <ul style="list-style-type: none"> • helping with daily tasks in the restaurant, • interacting with customers, taking orders • serving snack, food and drinks, • removing plates and cutlery. 	Learning basic waiter's behavior. Maintaining personal work area in a clean and orderly manner.	8h
Day 8 Saturday	<p>Acquainting with Wrocław tourist attractions:</p> <p>* tour around the city center, visiting Old Town Hall, the oldest restaurant in Europe – Piwnica Świdnicka, visiting the Church of St Mary Magdalena and Cathedral of St John the Baptist, Hansel & Gretel houses.</p>		
Day 9 Sunday	<p>Acquainting with Wrocław tourist attractions:</p> <p>* visiting Wrocław ZOO and the Africarium and watching special Multimedia Fountain show from the terrace and green areas at the Pergola.</p>		
Day 10 Monday	<p>Assisting with warehouse responsibilities and duties, such as:</p> <ul style="list-style-type: none"> • organizing products by type, weight and expiry data of consumption, in the warehouse, 	Participating in various warehouse working processes. Learning how to plan the spacing of products, segregate ingredients, check	8h

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	<ul style="list-style-type: none"> packing, stocking, rearranging products, cleaning. 	their quality and expiry date of consumption.	
Day 11 Tuesday	<p>Playing an active role in the waiter activities of the restaurant, such as:</p> <ul style="list-style-type: none"> making table reservation, placing flatware, setting and decorating tables. <p>Learning about the resting utensil etiquette.</p>	<p>Ability to lay a table in correct way. Following the instructions issued by co-workers with more experience. Acquiring knowledge in dining etiquette.</p>	8h
Day 12 Wednesday	<p>Assisting with daily chores around the restaurant, such as:</p> <ul style="list-style-type: none"> supporting in cleaning and maintaining of the workplace, presenting menus to patrons and answer questions about menu items, making recommendations, processing customers' bills or payments. 	<p>Improving basic math skills. Getting strong organizational and multitasking skills, with the ability to perform well in a fast-paced environmental.</p>	8h
Day 13 Thursday	<p>Doing tasks assigned by the supervisor, helping with daily tasks and support cleaning in restaurant.</p> <p>Assisting the co-workers with preparing hot, cold and mixed drinks.</p> <p>Taking part in decorative napkin folding training.</p>	<p>Ability to prepare hot and cold drinks. Acquiring knowledge about napkin folding and ways of decorating tables.</p>	8h
Day 14 Friday	<p>Doing tasks assigned by the supervisor, helping with daily tasks and support cleaning in restaurant.</p> <p>Taking part in POS System Software training to be able to taking tables orders using a POS computer system.</p>	<p>Acquiring knowledge in using POS software. Improving professional skills. Learning about new innovative methods of taking orders.</p>	8h
Day 15 Saturday	<p>Acquainting with Wrocław tourist attractions:</p> <p>* visiting observation deck of the tallest building in Poland: SkyTower, Taking a walk around the oldest part of the city, Ostrów Tumski and visiting Wrocław Botanical Garden</p>		
Day 16 Sunday	<p>A one-day trip to Topacz Castle and visiting Topacz Automobile Museum.</p>		
Day 17 Monday	<p>Assisting with serving on a wedding party:</p> <ul style="list-style-type: none"> welcome customers, serving food and drinks, cutting the wedding cake, removing dishes and glasses from tables, taking them to kitchen for cleaning, 	<p>Becoming more self-assured. Improving of work-related skills and forming professional relationship with group.</p>	8h

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	Performing other tasks assigned by the supervisor.		
Day 18 Tuesday	Playing an active role in the waiter activities of the restaurant, such as: <ul style="list-style-type: none"> providing customers with general information about local areas, including giving directions, taking customer orders and delivering food and beverages, providing excellent customer service to guests. 	Using proper etiquette, which includes e.g. serving female guest first, exhibiting an appropriate posture. Improving professional skills.	8h
Day 19 Wednesday	Improving methods of folding napkin and decorating the tables. Being mindful of server outfits at all times. Selling guest on appetizers or desserts. Learning which menu items are most popular, least or most expensive, etc.	Having opportunity to be creative. Being responsible of appearance. Internship gives student chance to practicing interaction with guests and improving communication skills.	8h
Day 20 Thursday	Meeting in Aviva Poland office: <ul style="list-style-type: none"> final evaluation and conclusion of the training period, sharing experiences and opinions regarding the stay in Poland, completing a evaluation survey by project participant, handing of the documents pertaining to the project and "Certificates of Attendance" 		4h
Day 21 Friday	Transfer of the project participant to the airport. Departure.		

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