

Praktikum auf Malta (St. Julians)

My internship in a restaurant of a hotel was one of my best experiences so far, job-related as well as personally. Before I came to Malta I had had thoughts like: how will the people treat me at work, how will it work with my English skills, will they accept me, what will I have to do and how will it be to live alone for four weeks without my family and friends for the first time in my life.

I have to say that I was really lucky with the hotel where I worked even if there were some small points that I was not always pleased with.

During my internship, I learned things like how to be polite in contact with the guests, how to work in service, how to act in a team, how to interact with different characters, how to accept and fulfil orders and how to achieve difficult work.

I also got a lot of good feedback from the guests and the guest advisor because I always talked to the people and I was always smiling and polite. The work in the restaurant showed me how important languages are nowadays. I greatly enjoyed using my English skills from school and I felt that with time I had to think less about what I wanted to say in English. It was a really good exercise to talk with the guests and my colleagues. Moreover, I could use some of my French and Spanish language skills but I noticed that I have to refresh my French.

It was a new experience for me to work in a big hotel because in Germany I had done my internship in two standard sized hotels with mostly local guests. Therefore, this was an interesting part for me to get in contact with guests from the whole world.



Another good part was that the staff accepted me from the first day. It was always fun and interesting to work with people from different countries, mostly Maltese and Italian people. Sometimes this was difficult, too, because of the language, but it was also good to have national staff because of our international guests. There were some German guests too, which made me feel as



if I was not that far away from Germany. It felt good to speak some German sometimes again between speaking so much English.

The work in the restaurant was busy most of the time and therefore I had always tasks to do. I liked it that the management had noticed my competences and because of this they allowed me to be self-reliant and do work alone. After the first days, it already felt



as if I had worked there longer than it really was. What I liked too was that my colleagues, the supervisors and managers corrected me in my language and my work. They invested a lot of time in me to show me important things that I need to know in the restaurant business.

The internship made me think about whether I want to learn the job of hotel sales in a small or in a big hotel. The internship confirmed to me my thought to move to another city for my training in hotel sales, because now I know that I am able to live alone for a longer time and that I like to work with different people and get to know new places. This is another reason why I think the hotel business is the perfect sector for me. I can work all over the world in hotels, work with different nationalities and gain many important experiences.

Overall, I can say that this has been the best decision yet and that this internship abroad has been completely different to my internships in hotels in Germany. My expectations have been exceeded. It was good to realize that I have chosen the right job for me and that this occupational area is the one that makes me happy. I just really like to talk to people and organize things and to see that there is always movement and that things always get done. No day was like the other although the daily routine was always the same (breakfast, lunch, dinner). I would definitely do it again and if I had the chance to stay longer I would have taken it, because one month is really too short when the internship is as much fun as mine. In addition to all my new impressions and experiences I have gained some new friends at work.



Marion V.