

Experience Report

Name: Stefanie Helten
Country of residence: Ireland
Institution of internship: Radisson Blu St. Helen's Hotel
Course of studies: General Management
Time of residence: 19/08/2017 – 01/11/2017
Occupational area: Human Resources

Preparation/Organization

The first step regarding my internship abroad was that I contacted the organization Stepin, which I found on the internet. Stepin offers numerous different internships among others an internship in Dublin for which you have to pay. I sent my organization's contact person all my information such as the application form, CV as well as my motivation letter. After doing that and paying the amount of money, Stepin searched for a company with which I had a job interview via skype as well as for a host family as I decided to stay at a host family for the first six weeks. Thereafter, I filled in the Learning-Agreement in order to receive an Erasmus and IPS scholarship. So to say the preparation and organization was quite easy for me due to the fact that nearly everything was done by Stepin and I also had a 24/7 hotline in cases of emergencies provided by Stepin as well as by the Irish partner organization.

Internship

My tasks and duties were quite multifaceted. I was trained to work with and update the used program TMS, where all the confidential information about each and every employee was stated. Besides, I implemented innovative ideas to constantly update HR forms as well as to deal with starter and leaver information and to prepare new files for new employees and to keep their files up to date. Internal communication and interaction with all employees was a daily duty and a pleasure at the same time due to the fact that numerous different nationalities are working for the Radisson Blu St. Helen's Hotel and therefore, I was able to get to know diverse cultures and to speak e. g. a little bit in Spanish as well.

Furthermore, I worked not only on the employee newsletter, which is going to be designed every quarter of the year but also on job advert templates, birthday vouchers and placement brochures. One of the most exciting task and responsibility was the

opportunity to train a new HR intern after two weeks working for the hotel. Moreover, I also had to check references via calling the referees or writing them emails regarding the applicants and to take pictures from the staff on certain occasions within the hotel. Finally, I attended exhibitions as well as staff trainings and I had to deal with ad hoc duties, which came up every single day too.

The Country and its People

Since the time I arrived at Dublin airport I felt totally welcome in Ireland. The Irish citizens are a welcoming, hospitable, helpful and friendly nation. When I met my host mom for the first time, she just hugged me and gave me the feeling to belong to her family for my six weeks stay. I really liked to work in Ireland and to get to know different kinds of working styles, which are more sympathetic than the Austrian ones. If I had any problem e. g. in the hotel or finding the right way on the street, the Irish guys were immediately willing to help me to sort everything out. Moreover, their character can be further described as being chilled and relaxed. They do not have such a stress like we Austrians have. Their attitude is more the way that everything will be okay after one or two pints of Guinness.

By the way, when you are strolling through Ireland's cities or smaller towns, everything is so tempting with their cozy pubs, which are decorated with lots of flowers on the walls. The only negative aspects about Ireland is the fact that nearly everything is more expensive compared to Austria, especially the housing and living aspect.

Accommodation

As I have already mentioned above, I decided to stay at a host family for the first six weeks in order to talk to inhabitants and to learn more about their habits and attitudes. I arrived three days before I started to work to settle in. During the first weeks in Ireland, I searched for a flat for my last weeks, because a friend of mine told me, that it is not a problem to do it in Dublin. That was a completely nonsense. I should have looked for a flat before I went to Dublin because it would be so much cheaper. Fortunately, I found two flats via Airbnb, because I had to split my stays. Otherwise, I would not have found any for more than four weeks, because I did not fly home the next day after finishing my internship. I travelled through Ireland for further 5 days and flew back on the 02/11/2017 in the morning. By the way, my host mom also told me that I was lucky to find an apartment.