

# DUBLIN WORK EXPERIENCE 2021

This project "Studying without borders VI" enabled the work experience of 38 students of the Business School and Further Education College Brno to Great Britain and Ireland for two weeks (10 working days).



The September term of this project was attended by 19 students: Max Kočvara (3. A), Petr Svoboda (3. B), Rafael Garaj (3. C), Pavlína Otáhalová (3. D), Jana Kolaříková (3. D), Matouš Honeš (3. L), Veronika Babáková (3. L), Tereza Plíhalová (3. L), Marek Kšica (4. D), Andrea Ležatková (4. D), Sára Body (4. D), Iveta Chabinová (4. L), Nikola Bílíčková (4. L), Šimon Častulík (4. L), Adam Jirůšek (4. L), Dennis Banda (4. L), Patrik Šilhánek (4. L), Šimon Hrdlička (4. K), Olga Barvířová (4. K)

We received the grant from the European Union project Erasmus+ and 19 students + 2 teachers could travel to Dublin in September 2021. The first group went in December 2019. The originally planned term for this working experience was April 2020, but Covid epidemic forced us to postpone the stay in Dublin. We are the twelfth group that was given this chance to live and work in an English-speaking country for two weeks. Everything was financed by the European Union. All we needed was pocket money.

During the time we worked in various Dublin companies: L. H. Accountants & Financial Services, Martin Gately Solicitors, Ireland T & T Ltd., Dynamic Consulting, etc.

We became part of a team and were supervised at all times by at least one mentor. We participated in everyday procedures and developed new specialised skills in the field of our study. The managers prepared daily work tasks and monitored our progress together with our accompanying teachers. The managers evaluated our achievements at the end of the working experience.



Most of us worked in different companies. Those of us who are students of business school worked with business correspondence and with databases of clients, prepared presentations, dealt with internet enquiries, answered phones, took messages, served and advised customers and supported senior staff. We did some market research, assisted in various computerized activities such as processing, data input, emailing. We worked with internal IT system, PCs, printers, scanners and other office equipment. We also had some general duties such as filling, faxing and photocopying. We assisted and communicated with customers on daily basis and thus improved their communication skills.

The typical tasks of students of information services and librarianship were answering reference inquiries, lending documents to the user via automatic library systems, creating catalogue records of documents and books, modifying records in the database of books, looking up relevant records and communication with clients.

After working hours we had free time which we spent together or went sightseeing. We lived in host families which provided us with food and place to stay. Every once in a while we all met online with mentors from the ADC College, which is the partner of our school in Erasmus+. If we had any problem we could consult it with our teachers or an ADC College employee.

It was great experience for all of us because we learned new skills and improved our English. At the end of the two weeks work placement project a ceremony was held at ADC College to celebrate our achievements – we received the certificates of completing our work placement. We also received references from our employers and Europass Mobility. Some of us were offered a part-time job for summer.

## Our programme

On the first day when we came to Dublin (Sunday) we were given Leap cards and met our host families with whom we spend the evening to get to know them. On Monday we had an online meeting with ADC College and they told us details about travelling and working in Dublin. After the meeting we had to find our way to our companies and take a selfie which we had to show in ADC College. Then we started working.



From Monday to Friday we were working, but after work we went sightseeing. We visited e. g. St. Patrick's Cathedral, Christ Church Cathedral, Dublin Castle.



At the weekend, we went for a trip to the north of Ireland (Belfast - Titanic Visitor Experience and Black Taxi Tour, Giant's Causeway, Dunluce Castle).



In the end each of us received Europass Mobility from ADC College. On Saturday we said goodbye to our host families and travelled back to Brno.

We managed work in companies without problems and our employers appraised our communication skills, professional skills and work attitude. We improved our skills in contact with customers, administrative work and use of information technologies. We also learned to present their work to our colleagues or customers in a suitable way, which contributed to the development of our soft-skills. We broadened our professional English terminology. All these aspects will enable us to gain competitive advantage at the labour market. New experience from Dublin companies will be used during our further education and practice.

Work experience abroad is nothing to worry about. If you doubt it read about our experience in this brochure. It can be your turn next year! Our participants will give you advice and help you to be prepared!

**“Hello, we would like to share our experience with you and give you some advice about your Dublin Erasmus. We can assure you that you’ll enjoy your time in Dublin.”**

### **Work and co-operation with the staff**

People in Dublin are very helpful and kind, you can always ask them if you do not understand something and they will find a way to explain it better. There is no big problem to become friends with anyone and not even with your colleagues. (Nikola B.)

Don’t be scared to communicate with your supervisor and other colleagues. Don’t worry about your level of English or your pronunciation or anything like that. Just speak and I guarantee you that you’ll be fine. (Rafael G.)

I really enjoyed my working hours, simply because of the awesome co-workers, that made the environment in my job just a super-friendly place. (Adam J.)

Don’t be worried, they haven’t got any expectations. If you don’t know how to do a certain task or what to do, just ask your mentor. (Matouš H.)



I think that almost every single one of our group had a positive experience in Irish companies. My supervisor and her assistant were both (as I mentioned earlier) nice, sweet, kind, professional, friendly funny, supportive, helpful and patient in times we needed to properly process and complete all our assignments. (Jana K.)

Don't be scared, don't be shy, keep smiling, everything's going to be just fine, trust yourself, believe in your abilities, be confident but not presumptuous or conceited, they don't expect you to do something revolutionary there, they want you to get some new experience and achieve new and useful abilities. If you're not sure about something just asked them (it is better than be quiet all they long and do nothing). If you're bored and want to do something else, asked them for a new task. (Jana K.)

Don't be quiet 24/7, just try to communicate with your colleagues, you can discuss everything....What's the weather like? Cultural differences, your personal life, etc. etc. it depends but just don't be quiet. (Jana K.)

Probably the best thing is to try to talk to them as much as possible so that you can hear various accents and get used to it and at the same time became friends. (Marek K.)

### **Family**

Communication is also the key to another big part of the stay in Dublin. The whole dynamic of your 14 days abroad will be based on how you get along with your host family. Don't be scared though, they're all so nice and welcoming, that it is not hard to have a good relationship with them if you're a polite, nice person. Don't forget to follow the rules in the house if there are any and just enjoy everything. Get to know your host family member(s); they have loads of things to say about their city. (Rafael G.)

Just communicate with them, that's the most important thing what you can do. It's also nice (maybe almost duty) to bring a gift for a family. It could be Moravian wine, some sweets, or chocolate. Something, what isn't basic stuff for Irish people. (Matouš H.)



My host family was very friendly and always helpful. They asked us every day how was our day, told us something about theirs. They asked us if there is some food that we do not eat so they would not cook that for us. There was just one thing that I did not like; we had a curfew at 10 PM. (Nikola B.)

Don't be shy and quiet – communicate with them (but just in case they're willing to talk to you) to practice your English. If you need anything – ask them, they're attentive so don't you worry they won't help you. (Jana K.)

Their house looked like a hotel, I loved how tidy was It there, my bed was one of the comfiest I've ever slept in, the food was delicious. (Jana K.)

Our host family was very kind, sweet and communicative. There was a little misunderstanding in the middle of the week, but we got through it and I think that in the end it was a very pleasant and comfortable stay. The food was delicious and the portions were so big that sometimes we weren't even able to eat it all. Our room was spacious and always clean so I think that in this aspect we have nothing to complain about. I must admit that I had to shower in cold water sometimes even though our host mom Cindy told us the water would be heated for us. (Andrea L.)



## Transport

Dublin buses serve all areas of Central Dublin and many suburbs in the Greater Dublin Area too. Dublin trains – DART trains run very frequently along Dublin Bay, serving Central Dublin and suburbs along the coast or Commuter trains (serve suburbs in the north, west and south of the city). Dublin trams are called Luas and serve many areas of Central Dublin plus some residential areas, most of which are not too far from the centre. (Jana K.)

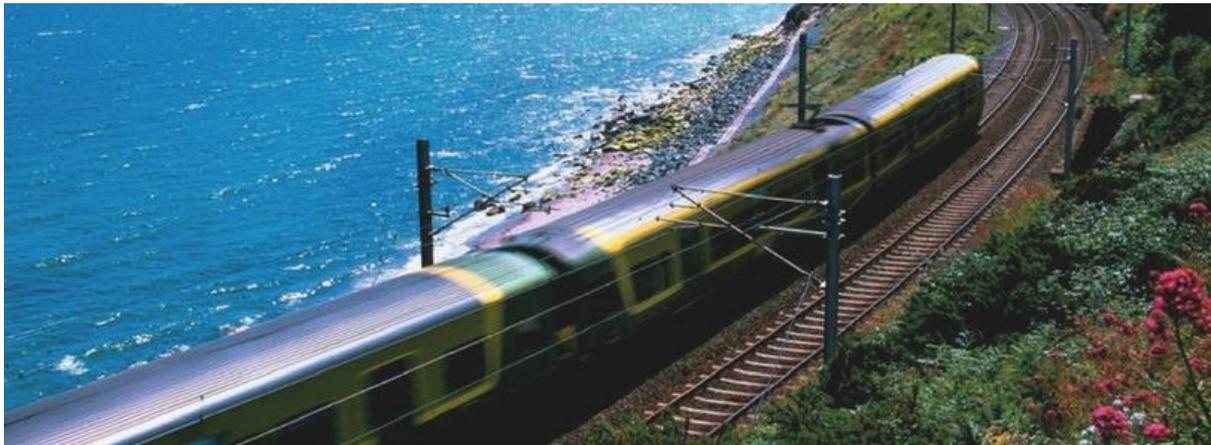


You're probably going to be using the public transport so try to enjoy the bus rides, connect to the bus's free Wi-Fi and listen to some music while looking outside from the big window that's located in the 2nd floor of the double-decker in the front. (Rafael G.)

Don't have any expectations about Dublin public transport. It's horrible and we should appreciate our public transport system in

Brno. In buses you must get on by front door and beep your Leap card on the reader. Dublin buses are yellow-blue double-deckers. Best view you can get is from the first seats in second floor. In bus you mostly can charge your phone by USB plugs, and you can use Wi-Fi. You will appreciate it, because distances in Dublin are huge, and buses are super slow. It depends, if is peak hour, or if you go on your way at off-peak hours, the time difference could be doubled.

They have city rails called DART, it is also slow, and stopping everywhere, but views from the DART mostly behind Dún Loaghaire south directed from centre, are gorgeous. DART mostly copies the coast in Dublin. In Dublin you can also find trams called LUAS, there are 2 lines – red and green. LUAS is also super slow, and you have to touch in your Leap card before you get on. (Matouš H.)



Public transport is terrible, does not make sense at all... the only way to travel in Dublin is with Google maps always turned on. Do not lose Leap Card! (Nikola B.)

I don't know about other countries and their inhabitants but what can I say about Ireland is - they're all (with a few exceptions) really nice, sweet, kind, very polite and genuinely happy people - I mean it – we were walking down the street with my friend and stopped by the bicycles you can lend for some amount of money...girl (a total stranger for us) asked us if we need help and told us everything she knew about the bicycles topic. And that's just an example. If you for example seem lost to them, they'll offer you help to find a way or a bus stop.....or a Luas stop.....or where the nearest Dart station is. (Jana K.)

The traffic in Dublin was super confusing, the buses all worked as if they were on a sign. So not only did they sometimes had terrible delay, but they often left much earlier. But otherwise they drove everywhere and pretty often. (Marek K.)

**Leisure and sightseeing**

Dublin Castle, Trinity College, Christ Church Cathedral, bridges (Ha’penny Bridge), National Gallery of Ireland (it should be for free), St Patrick’s Cathedral, Sandymount Beach, Bray, Howth (stunningly looking place, charming and breathtaking). You should also pay a visit to some of Dublin’s graffiti like Love Lane in the city centre, Temple Bar itself, small coffee shops, book stores, entertainment stores, Phoenix Park, St Stephen's Green etc. etc. Grafton Street is one of the two principal shopping streets in the Dublin city centre, the other being Henry Street. It runs from St Stephen's Green in the south (at the highest point of the street) to College Green in the north (to the lowest point). You can see and hear buskers performing there. (Jana K.)

There are some really nice parks in Dublin city centre, my favourite ones were: St. Stephen’s Green and Merrion Square Park. (Sára B.)





I enjoyed the free time in the parks or by the river the most. Don't be afraid to just find a place where you feel comfortable and feel the atmosphere for a little bit. You will be able to experience the overall "vibe" of the city and nature more. I recommend the Giant's Causeway coach trip very much, it is a long ride all the way to Northern Ireland, but it was worth it. The place was just magical. (Rafael G.)

On your 1<sup>st</sup> day visit those places you would like to see which are far from city centre. I love coasts, so I visited during my two weeks

Howth, Killiney or Dún Loaghaire. If you are 18, visit some of the Dublin bars because their atmosphere is unique. All people in Ireland, are nice and very helpful, don't worry to ask them about the way, or about their tips on locations which visit. (Matouš H.)



I visited the city of Bray, which was smaller but surprisingly packed with interesting places to visit. (Adam J.)



There are some cool places to visit – Bull Island (due to rain, I did not visit it but wanted to), The Cock and Bull bar (this place lets you go in if you are 18+), bowling, Trinity college, etc. (Nikola B.)

I and my friend Jana liked to visit cafés or restaurants after work. We managed to try Baileys (in a coffee), Irish whiskey coffee, hot whiskey, baby Guinness (I swear we're not alcoholics), delicious donuts or cakes, loads of great coffee or magnificent hot chocolate with free sweets. We discovered awesome pubs, for example The Hairy lemon where we celebrated our last day in Dublin. There's great food, very kind staff and truly amazing live music. (Andrea L.)

## Prices, food, shopping



Jana K. shares lots of recommendations with you:

Where to eat.....and drink: (if you're over 18 of course), what to taste, what to try:

Wetherspoon – it's a very cheap Irish pub, it was recommended to us by our "host mom", we haven't been there, but some of our friends told us that it was 100 % worthy

The Hairy Lemon – surprise, surprise.....another pub, lovely and cosy place with both - stunning interior and exterior, you can have some cocktail, beer (Guinness or Heineken), shots (I am going to talk about them later on), typical Irish coffee and lot more. The price of food there ranges from 10 to 20 Euro but it's delicious and the portions are enormous!

Eatkyo – another place where you can fill your empty stomach, its Japanese restaurant – noodles and sushi bar so I'm pretty sure you know what you can eat there. The food there was again – excellent and delicious + nice stuff was a bonus after a long day at work.

The Hot Donut – the name speaks for itself. O'Connell Street – nearby the infamous Dublin spire (which is worth seeing) Heavenly donuts, great coffee and hot chocolate, nice stuff.



Butlers Chocolate – One of the best hot chocolates I've ever tasted + you get chocolate for free as a bonus to your purchase

Café Topolis – it's a bit expensive but again 100 % worth it. All desserts for 6.00 Euro (I advise you to try some), you get water for free without actually asking for it and their Bailey's Coffee is very tasty.

Hot whiskey - consists of a shot of Irish whiskey, with slices of lemon studded with cloves, sweetened with brown sugar or honey, and then topped off with steaming hot water. Not that strong in my opinion.



Irish coffee - Irish coffee ( Irish: caifeGaelach) is a cocktail consisting of hot coffee, Irish whiskey, and sugar, stirred, and topped with cream. The coffee is drunk through the cream. Much stronger than hot whiskey.

Bailey's + Bailey's coffee- Baileys Irish Cream is an Irish cream liqueur – an alcoholic drink flavoured with cream, cocoa, and Irish whiskey

Baby Guinness – A Baby Guinness is a shooter, a style of cocktail, or mixed alcoholic beverage, intended to be consumed in one shot. A Baby Guinness contains no Guinness stout. Its name is derived from the fact that it is made in such a way as to look like a tiny glass of stout.

Fish and chips - a popular hot dish consisting of fried fish in crispy batter, served with chips (French fries or wedges).

You are going to have 1 hour lunch time, so it's easy to buy some lunch for you during this hour. If you are broke as I am, would recommend you buying food in Lidl – it's actually cheaper than food in another supermarkets. (Matouš H.)



Dublin is pretty expensive so do not forget to take some money but no worries, Penneys is still really affordable. (Nikola B.)

Be aware of your money spending, the prices overall in Dublin are a lot higher than in the Czech Republic so if you don't wanna fly through your savings during the Erasmus program, be aware of what you're buying and if you need the things that you want to buy. (Rafael G.)

Everything is more expensive in Dublin, then in Brno (mostly alcohol Guinness in supermarket 2€... in pub 5,50 €...). coffee 3-4€, sandwich in supermarket 1,5 – 4€ (depends on which supermarket you are). But don't worry; you'll get your breakfast and hot dinner in your host family. But ask about dinner time in your host family, because in my family it was at 6, and it was possible to eat it until 8, but if you come later, you will be without it. (Matouš H.)



If you want to buy gifts, go to Carrolls Irish Gifts. These shops are all around Dublin.....they are everywhere.

Penneys – that's how they call Primark there. (Jana K.)

I recommend going to the city centre, there are a lot of interesting shops you won't find in the Czech Republic, but be aware that everything is so expensive there. (Pavčina O.)

## Conclusion

Overall I had a very good time and I'm happy I could experience the internship. (Veronika B.)

They can give you a bit more tasks at work and you might feel lost, but in the end of this experience, you will be always grateful for everything that you could have tried. (Nikola B.)

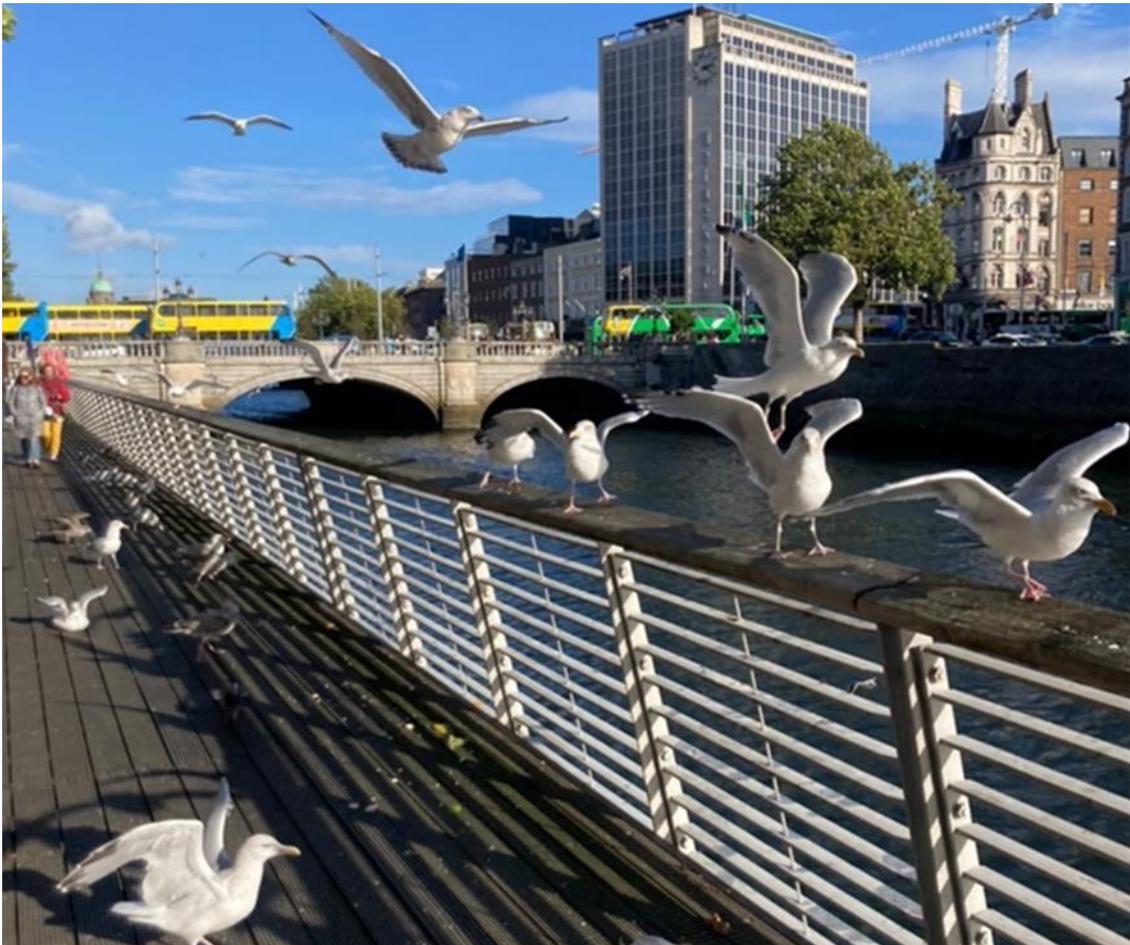
Don't be scared of Dublin, and enjoy your stay. (Rafael G.)

Dublin (at least in my opinion) is a really gorgeous city and I enjoyed my stay. (Adam J.)

I recommend everyone to go, because it's great experience and you get to see Ireland for free + plus it looks good on your resume. (Marek K.)

We've had a great time and I am very grateful that our dream finally came true after two years! (Andrea L.)

If you ever get a chance to visit Dublin, you should do it! I immediately fell in love with this city and the people living there (only with the nice ones). If I could, I would stay there much longer than just for two weeks. I haven't even explored everything I wanted to. So Dublin.....see you! (Jana K.)



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