

Funded by the
Erasmus+ Programme
of the European Union



Erasmus+ KA1 Vzdělávací mobilita jednotlivců
v odborném vzdělávání
Projekt 2022-1-CZ01-KA121-VET-0000054280
Veškeré náklady jsou financovány Evropskou Unií.

DUBLIN

WORK EXPERIENCE

MAY - AUGUST 2023

Apart from the two-weeks work experience of 29 students, this project enabled also a three-months experience of 2 students of the Business School and Further Education College Brno.

They received the grant from the European Union project Erasmus+. Two students, Aneta Ryšavá and Adéla Drábková, could travel to Dublin in May 2023.

Aneta Ryšavá's Erasmus+ Work Experience in Dublin

My three-month Erasmus experience in Dublin was a life-changing adventure that completely transformed my life. During this time, I had the opportunity to work in a company where I not only learned a multitude of new skills but also overcame the language barrier, enabling me to speak English fluently. In addition to my work responsibilities, I made the most of every spare moment to explore a vast part of Ireland, discovering its breath-taking locations. This period was filled with unforgettable experiences, new friendships, and personal growth. In the following chapters, I will take you through this unique phase of my life, which opened up new possibilities and left me with indelible memories.

Workplace

During my three-month Erasmus in Dublin, I had the privilege of working at Head Hunt International. It is a recruitment and staffing agency that operates in several countries, including Ireland. They specialize in providing recruitment solutions across various industries, including healthcare, IT,



finance, engineering and more. Head Hunt International helps companies find suitable candidates for their job vacancies and assists job seekers in finding employment opportunities that match their skills and qualifications. I was involved in various tasks and responsibilities that contributed to the company's operations and success.

Client Engagement on Social Media

One of my key responsibilities was managing the company's presence on social media platforms, including Facebook, Instagram, LinkedIn, and Twitter. I actively engaged with potential clients by responding to their inquiries and questions promptly and professionally. If I encountered queries for which I lacked immediate answers, I proactively reached out to the relevant department to gather the necessary information. My aim was to provide fast and helpful responses to ensure a positive client experience.

Candidate Selection

I also played a pivotal role in the candidate selection process. This involved reviewing resumes of new candidates and meticulously assessing their suitability for specific job positions. I sifted through resumes, identifying candidates who met the necessary criteria, and compiled a list of suitable CVs to be forwarded to the management team for further consideration. This task required a keen eye for detail and a thorough understanding of the company's hiring requirements.



Professional Client Communication

Maintaining professional and appropriate communication with clients was an essential aspect of my role. I interacted with clients in formal and polished English, addressing their inquiries verbally and meeting their specific needs. This involved not only answering their questions but also providing guidance and suggestions on how to successfully apply for job positions, ensuring that they were well-informed and confident in their job-seeking endeavours.

Marketing and Advertising

Another crucial aspect of my work was conducting market research to generate advertising ideas that would attract new clients. I communicated with the advertising department to discuss campaign details, including the campaign's vision, content, and target audience. Subsequently, I crafted engaging marketing posts using tools like Canva and iStock, ensuring that each post was visually appealing and persuasive in its messaging. I also composed detailed captions for the posts, elaborating on the advertised offerings, conditions, and contact information while maintaining a friendly yet formal tone. Afterward, I published the posts on various social media

platforms, optimizing their reach using hashtags, location tags, and other strategies. Moreover, I closely monitored the performance of these posts using data graphs generated by the respective social networks, identifying the most impactful posts and reporting their success to my superiors.

Website Planning and Content

I had the opportunity to contribute to the company's website by planning and wireframing its structure and content using design tools such as Canva and Wix. This involved visually mapping out the site's layout, navigation, and functionality, collaborating with the development team to ensure the seamless execution of design concepts. Additionally, I was responsible for writing blog articles on assigned topics or proposing topics for discussion with my supervisor. This process included researching suitable blog topics, submitting proposals to my superior, drafting articles, seeking feedback, and finally uploading them to the website. I also played a crucial role in maintaining the website's functionality, conducting regular checks to ensure that all elements, such as links, menus, buttons, and contact forms, operated smoothly. In cases where issues or aesthetic improvements were identified, I suggested modifications and carried them out to enhance the user experience.

Training and Mentorship

As part of my responsibilities, I had the privilege of training and mentoring new interns in the workplace. I guided them in understanding their roles and responsibilities within the company, offering assistance, answering questions, and fostering an environment of learning and growth. I provided constructive feedback on their performance, helping them identify areas for improvement and acknowledging their achievements. Consistent communication with team members, colleagues, and superiors was integral to ensuring a cohesive and collaborative work environment.

In summary, my three-month Erasmus experience at Head Hunt International in Dublin was a transformative journey where I actively contributed to the company's success by engaging with clients, assisting in candidate selection, maintaining professional communication, managing marketing efforts, shaping website content, and mentoring new interns. This experience allowed me to develop a diverse skill set, gain practical work experience, and contribute positively to the company's mission and goals. It was a valuable and enriching chapter in my Erasmus adventure.

Life with the Host Family

My Erasmus journey in Dublin commenced with the warm embrace of my host family, nestled in the southern reaches of the city. Their abode, a house cleverly partitioned into multiple units, had a dedicated section thoughtfully tailored for us, the Erasmus students.

In this shared space, I found myself sharing a room with a fellow student, our communal experiences forging bonds and camaraderie as we embarked on this adventure. We also had the convenience of a shared bathroom, practical and conducive to our comfort.



However, it was the communal areas—the kitchen and the living room—that breathed life into our stay. The kitchen afforded us the freedom to prepare meals according to our tastes, offering a comforting slice of familiarity in a foreign land. The living room, on the other hand, became our sanctuary for nightly gatherings, where music filled the air, and relaxation was the order of the day after strenuous work.

The host family consistently extended their warm hospitality, inquiring about our well-being, contentment, and any needs or concerns we might have had whenever we crossed paths. Their attentive care and readiness to assist fostered an atmosphere of freedom and comfort that was invaluable throughout our time abroad. This family swiftly became our home away from home, emblematic of the profound impact a host family can have on one's overall experience in a foreign land.

Travelling through Ireland

I had the privilege of immersing myself in the breath-taking natural beauty of the Ireland, which aligns perfectly with my love for nature, mountains, beaches, and rural life. Ireland, with its diverse landscapes, offered me a paradise for my outdoor passions.

My exploration primarily took me through the western and southern parts of Ireland, where I had the opportunity to visit many charming towns and villages. However, what truly captured my heart was the enchanting countryside. Ireland's rural landscapes, with their rolling hills, picturesque farms, and untouched beauty, were a dream come true for someone like me.

Throughout my travels, I encountered numerous kind-hearted individuals who extended their hospitality in various ways, from offering rides to sharing meals and even providing a place to stay and shower. The warmth and generosity of the people I met during my journey left a lasting impression and deepened my appreciation for Irish culture.

One of the most enriching aspects of my adventure was listening to the stories and legends shared by the elderly locals. Their tales about Ireland's history and mythology were captivating, and I cherished each moment spent absorbing their wisdom.

I embraced the spirit of adventure and spent nights camping on beautiful beaches and in the tranquil mountains. One of the highlights of my outdoor escapades was conquering Ireland's highest peak, Carrauntoohil, a feat that filled me with a profound sense of accomplishment and awe at the natural wonders that surrounded me.

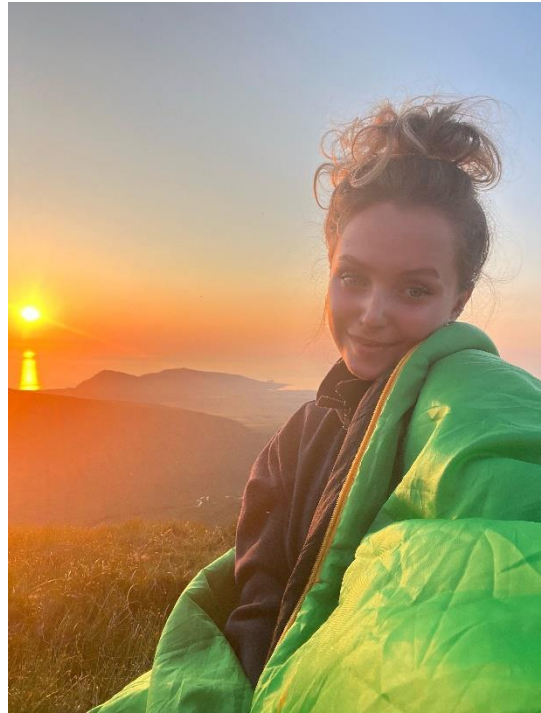


Among my favourite destinations were Donegal, Mayo, and Kerry, each offering its own unique charm and natural splendour. Donegal's rugged coastline and remote beauty, Mayo's lush landscapes, and Kerry's dramatic landscapes, including the famous Ring of Kerry, were all places where I felt deeply connected to the Irish countryside.

In essence, my Erasmus experience in Ireland allowed me to indulge in my passion for the great outdoors, immerse myself in the rich tapestry of Irish culture, and forge unforgettable memories. It was a journey that not only enriched my understanding of the world but also deepened my love for nature and the kindness of people from diverse walks of life.

Conclusion

Overall, my three-month Erasmus in Dublin was an unforgettable chapter in my life. It was a time when I not only developed professionally but also personally. I gained new skills, friendships, and invaluable experiences that will shape my future. Erasmus taught me that openness to new experiences and cultures is the key to a rich and fulfilling life. I am grateful for this opportunity and look back on my Erasmus in Dublin with a smile.



Adéla Drábková's Erasmus+ Work Experience in Dublin



From May to August this year I participated in the Erasmus+ programme, meaning I travelled to Ireland in favour of a professional internship. I was more than honoured to take part in this programme and I was even happier when I found out what the company I was supposed to work in was.

Workplace

It was Citas College Dublin, a language school for foreigners with all levels of English. Their main focus were General English courses, and because most of the students were from third world countries, they helped them to get their visas so that they could stay and live in Ireland.

My job included marking students' attendance. Every week I received attendance sheets from the teachers and my job was to transfer the data from paper form to the Students Managing System. Along with that I took care of their attendance percentage, which I copied from the system to excel sheets, which were sent to the Immigration at the end of each week. This guaranteed that

the students wouldn't lose their visas if their percentage was acceptable. In addition to this, I was also responsible for authorising Absence forms which the students filled in in case of their absence.

I archived student files and helped with improving its layouts too. I've updated manuals and procedures, using Microsoft Word and moreover, I've either operated with already established layouts for specific documents or even created new ones.



Later on during my internship, my supervisor let me help with the induction of new students which took place every Monday in the morning and afternoon. This task consisted of handing specified documents over to the new students for them to fill in along with supervising them as they did so. Afterwards I gave them a tour around the school and introduced the environment to them together with the whole process of the college.

From time to time I was granted the opportunity to visit some of the lessons and practise on my English on a more professional level and also was allowed to go out with the classes to visit some Irish museums, galleries and parks and discover more about Dublin itself. My responsibility was to take some pictures of the classes so later I could help my co-worker with sharing some of those photos on company social media with the intention of interesting new people and expanding the company's clientele.



The thing I'm most grateful for is the people I was able to meet in this company. The whole staff was full of wonderful, welcoming and caring people, who were ready to help me with anything anytime.

My supervisor, Ivana Čepo, was the greatest and kindest supervisor I could ever ask for. I have spent every day of my internship with her and I have to admit that she made my internship not just beneficial and entertaining, but also enjoyable and something I'll never forget. She

introduced me not only to the process of the school, but also how the visas worked, which was a topic I was unfamiliar with until that time, and Ireland and its pros and cons.

Another member of the department I worked in was Sarah Daniel. Most of the time I was helping her with her job and tasks and she was more than kind to offer her help to me as well in every way possible. She is a vital element of the whole Citas staff, because she's able to bring happiness and make everyone laugh and feel welcome in every situation imaginable. I am honoured to not only call her my co-worker, but my friend.

The school took many other interns in the time I was there, and it was wonderful to watch how every single intern felt welcome and loved Citas from the first moment. I would never hesitate with recommending this company for other students interested in an internship in Ireland. Another benefit of this whole experience was among others the fact that there were mostly foreign people, which inspired me a lot. Every single student alone was from a different country and a majority of teachers were not Irish too. It was wonderful to watch and compare my situation with somebody else's and it gave me insight and ideas about what I might want to do in the future, including studying or even working and living abroad.

I loved every second I'd spent in Citas College and even now, I miss it every day. I genuinely enjoyed the tasks I was given, I miss the energy, the excitement of working in a real company in Ireland but I must admit, that it's the people I will be missing forever the most.

Life with the Host Family

For this whole time my classmate and I stayed at one place, which was convenient since we didn't know if staying with one host family was possible for such a long time. But our host family was utterly kind. The Canon family took care of us the whole time and I couldn't be more grateful. The chief advantage this family provided was the freedom and self-control. Their house was large and divided into two parts; one for the family and one for us - the exchange students. As a result of this, we were able to meet many other exchange students, manage our own time like we needed and had our own privacy and, as I said, freedom. To be honest, looking back now I can't imagine staying with a proper host family for three months and not having the personal space this family offered.

Although our host mum cooked for us, we had our own kitchen, fridge, washing machine and microwave. The student part of the house was fully equipped; therefore, we didn't miss a single thing. We could wash our clothes and watch TV anytime we felt like it and that's something I appreciate the most.



Even when we had a kitchen, where we cooked lunches or midnight snacks most of the time, the dinners were ready for us every evening. Our host mum cooked it and we could eat it whenever we had time, since we had a microwave and could just heat it up. She was also buying groceries that we needed, coffee, tea or toast bread and jam for breakfast for instance. We communicated via WhatsApp, which was also handy, because naturally, that's the easiest way these days. Whenever there was a problem or we needed something, we just messaged the mum or the dad and solved it.

Someone might consider our room small. Anet and I did the same thing the first time we walked in, but after a while we realised that together with the living room and kitchen, we managed to spend our time all around the house if we wanted. It only consisted of two beds, a small drawer, built-in wardrobe and a table, but we both were capable of operating with a small space, therefore this room was somehow perfect for us. We also had our own bathroom which we only shared with our other roommate.

We've met a couple of roommates throughout our whole stay. A handful of them often stayed only for three weeks, and were also a part of Erasmus+ programme, consequently they studied at an Irish school or worked in a company, like us. One roommate stayed with us the whole time though, his name was Raymond and he was from America, but he studied at a university in Limerick and back then was living and working in Dublin. Having him as a roommate was a pleasure, he spent a lot of time with us, we made a great deal of fun days and evenings together, for example movie marathon days and sometimes he even baked something for us. He had a perfect sense of when we do want to talk and have fun and when we just want to be quiet and spend time with ourselves. Having an American roommate along with a Czech one is the perfect opportunity, because we were forced to talk in English with Anet at home as well, accordingly this had a large impact on our improvement. I'm glad I met Ray, he is a very

interesting person and I was pleased that it was him and Anet that I could spend my time at home with.



Naturally, I tried to use my free time in Dublin as effectively as I could. From the start I knew this opportunity might never occur to me again, therefore I was determined to enjoy as much as I could. I'd visited Dublin before so I was a little familiar with the most famous sights of it, but actually living there for a quarter of a year is a different story. I absolutely enjoyed discovering the mundane life of Irish people, I was just trying to blend in constantly and a lot of times I was just observing the city, which is as full of foreigners as it is full with Irish people.

I did not get to travel around Ireland quite a lot, but that means I got to know Dublin itself better. My favourite spots are for example Phoenix Park, famous Trinity College and the city centre in general. Dublin isn't that big of



a city; therefore, you can walk all over the city centre in a short amount of time. My favourite place was the Merrion Park with a statue of Oscar Wilde. I could spend all day there and because he is my favourite author I also visited the Oscar Wilde House just across the street from the statue.

I visited Howth multiple times and each time was a different experience, eating fish and chips, hiking along the cliffs or just relaxing by the sea (the views are breath-taking). I also visited the Malahide castle, including the guided tour and I couldn't recommend enough seeing the castle and the surrounding park as well. My roommates and I made a trip to Galway and to Cliffs of Moher too and that spectacular trip and its sights are something I will never forget.

Otherwise, my favourite part of the day was coming home from work with my friend and us just hanging out, walking around the city for no

particular reason. That is the piece of memory I want to remember forever. Just me and her, breathing in the atmosphere, trying to enjoy the weather (which was almost always challenging) and talking nonsense most of the time and enjoying the time I had left. Most of the time it felt so surreal for me to be in Ireland and it were moments like this that made me aware that it was actually happening.

I cannot even begin to express my overwhelming gratitude and my final opinion on this experience. It was something that I was not that sure of at first, but the second I stepped foot on the plane, I knew it was going to be the time of my life. And it was. I discovered and learnt so much that I can't even cope with all this knowledge.

I will be forever grateful for the job I had there, the accommodation and mostly for the people I met and have made friends with. I think that is the most valuable thing I could get.

I'm also aware that this internship will be extremely beneficial for my future career. My dream would be to travel abroad and either study or work there, and with this I could try that life and I could get some ideas about what I want to do in the future even. I feel that my English has improved immensely which is another advantage, although travelling to another country was rather challenging due to the language barrier at first. I know both Anet and I will be thankful for this chance.

I would never hesitate to recommend this type of internship to anyone. I've grown so much as a person and I know I'm repeating myself, but it truly is something I will never forget. Dublin was a great place to visit and I will never think twice about going back, in fact, I miss it every day.

