

BAZOGÉ DYLAN

INTERNSHIP REPORT 2019 BTEC HOSPITALITY

BRIGHTON

Lycée professionnel Albert Thomas

MY INTERNSHIP REPORT

2

I.Introduction:

My training period took place in the United Kingdom in England in the town of Brighton. I was welcomed in a host family in Woodingdean, in Brighton.

I did my internship in the company Impact initiatives called the Hop50+. I was a trainee and also a volunteer. I did these four weeks of internship from March the 3rd to March the 29th.





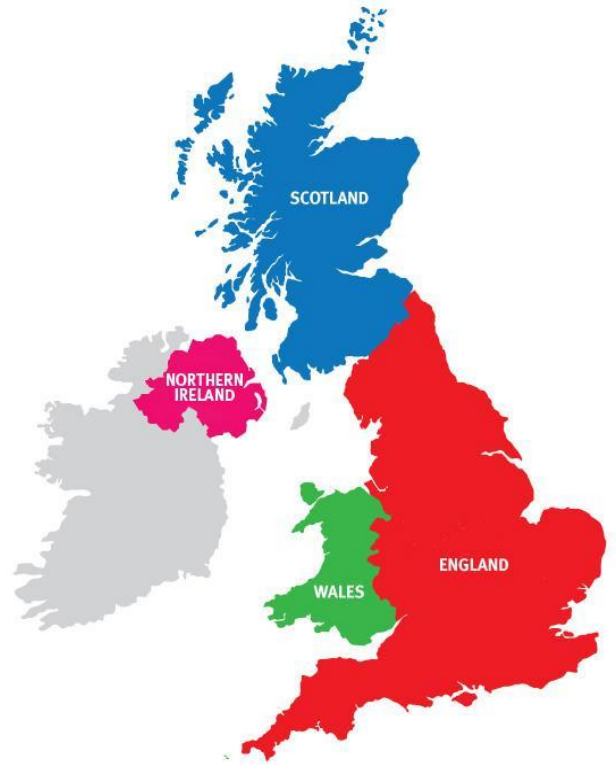
II. United Kingdom:

I did my internship in England in the United Kingdom. This country is divided into several regions and Counties.

It is a country located in the North of Europe.

There is the Great Britain and the British Isles like Northern Ireland. The U.K has 66 millions of inhabitants. Unlike France, the UK is a monarchy. The royal family is very famous in the world.

The Queen Elisabeth is the head of UK since 1952, she is the queen who has remained the longest in power of the U.K. The head of the government is Theresa May since 2016.



1) Differences between England and France:

During my stay, I noticed that there is lot of difference between UK and France.

Here are a few differences:

- The way of driving is reversed, English people drive in left.
- There are English events that doesn't exist in France like the St. Patrick's Day and the Red nose day founded by an English charity.
- There are many typical foods that doesn't exist in France like cheesecakes, pudding and jelly.
- The transports are very useful in Brighton, because there are more buses and destinations than in France, we can move better.
- I especially noticed the open-mindedness of the inhabitants of Brighton, which is not often the case in France.

Here is some pictures about our trip in London

4



2) Brexit:

Brexit is an abbreviation of British exit, a political movement to get the United Kingdom out of Europe. There was a Referendum in 2016. At this moment, it is a real politic crisis.

III. Brighton and Hove:

Brighton is a town situated in the East Sussex by the seaside. It's a very attractive town for the tourists. Brighton has many places of interest and monuments.

Brighton is a very well town for students. There are many pubs and bars, and on summer there are parties on the beach.

Hove is a town next to Brighton, there are lot of houses, chic neighbourhoods and beach huts.

Here is a list of the most popular places in Brighton:

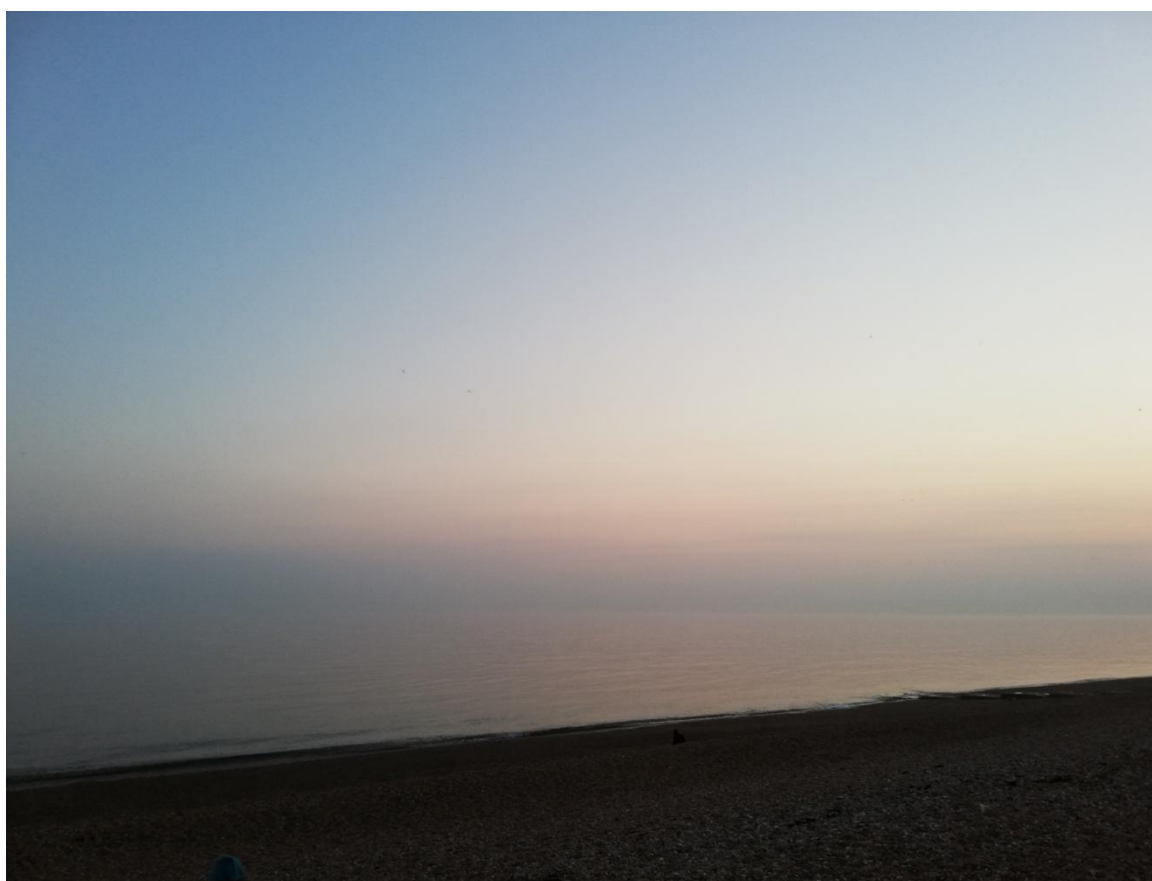
- There is the Brighton Pavilion, it's a former residence of Queen Victoria, now it's became a museum.
- There is the Brighton Pier, there are games, casinos, restaurants and attractions.
- There is the British Airways i360 is an observation tower built in 2016, it is 162 meters.
- There is the Brighton Marina, it's the port of Brighton and there are lot of boats and shops for tourists.





Others photos of Brighton :

7



IV. My host company: The Hop'50+

1. Presentation:

Address: Palmeira Square, Hove BN3 2FL, Royaume-Uni

Type of business: Social centre

Description of the setting:

There is a office for the administrative team and the manager.

There is the Kitchen and the café and a room for the activities.

Founded in 1978, the charity Impact initiatives and also called The Hop'50+ is a place in Brighton and Hove for people aged 50 +. It's a café with room's activities like the lounge, people can practice physical activities or play games and they can drawing, singing and more...

This place is mainly for people aged 50+ and for people who are retired and also alone at home. They can meet new people, and enjoy their time.

The customers can have lunch and drink coffees and teas.

All people are welcome.

The Hop'50 has approximately 40 volunteers and has internationals students as well.

I would say that the Hop'50 is a wonderful place for the people because it can help many people in bad situation like loneliness and isolation.





On Friday, it is a special day : It is the dementia day

This day is specially for people are affected by dementia and by the illness of Alzheimer. It is a closed group, people come every Friday and they can play games, watch music to remember, they can be happy and accepted for what they are. There are many volunteers on this day because it is a lovely day to share, chat with people and have fun.



V.My Supervisor

My supervisor is Linda Hastings



She is the manager of the team, her role involves supporting and recruiting staff volunteers and students; she is in charge of marketing and promoting the customers service.



VI.The Staff

Here is the organisation Chart of the Hop'50+

VII. My position

1- During my training period I have done some job like:

- Have a chat, conversations with customers
- Help the volunteers and the customers in activities
- Play games with people
- Make coffees and teas
- Do the dishes, cleaning
- Fold the monthly program papers

2- My work schedules was:

I started at 9.00am until 4.00pm

MORNING SESSION	
9:00 AM	
10:00 AM	Opening to customers
11:00 AM	Differents activities
12:30 am to 1:30 pm LUNCHTIME	
AFTERNOON SESSION	
1:00 PM	
2:00 PM	Differents activities
3:00 PM	Differents activities
4:00 PM	4:30 PM Closed

3- Products and services assortment:

The Hop50+ sales some foods like biscuits, cakes and some drinks like coffees, teas or fruit juice.

They also can do a lunch: you can choose sandwich, the main meal, soup of the day..



VIII. My feelings about my internship:

1-How I've felt :

I really felt good in the Hop'50 because there is a good atmosphere for work and I enjoyed the good time with customers.

I improved my English and I have more confidence than at the beginning.

2-What was difficult for me:

Even if sometimes I didn't understand everything, I could understand the most important. Some activities were difficult because it was necessary to speak orally.

3-What was easy for me:

It was easy for me to help people when we played a game, or when they want a tea or something else.

I also enjoyed the lunchtime because I helped to give the plates to the customers

4-The staff's opinion concerning my work:

All employees and volunteers congratulated me for my work, I had lot of compliment, they bought gifts for me.

They were very happy to having me in the Hop'50+. I was very well received, and I will never forget this experience with them.



IX. My Host Family

I was welcomed by a Host family, her name is Phoebe Tait, she lives in Woodingdean in a charming house.



It was a very good host family, I met her mother because she lives with Phoebe and I introduce the Hop'50 to her. She discovered this place and she really appreciate it!

Here is a picture of the little town where I lived, in Woodingdean



X.
Conclu
sion:

Brighton is an amazing place for tourists and students. I have discovered the English lifestyle of English people, I was been able to speak English with the customers and learn more.

I had wonderful conversations with English people about England and France.

This experience of training period in United-Kingdom was very fruitful, very interesting. I acquired more professional and personal skills like confidence, rigor and altruism.

Do a training period abroad is very rewarding, I would like to recommend other student to do that.

