



Project "Studying without borders V"  
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Erasmus+ KA1 - Learning Mobility of Individuals  
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Erasmus+ Programme of the European Union.

# LONDON WORK EXPERIENCE 2018/19

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



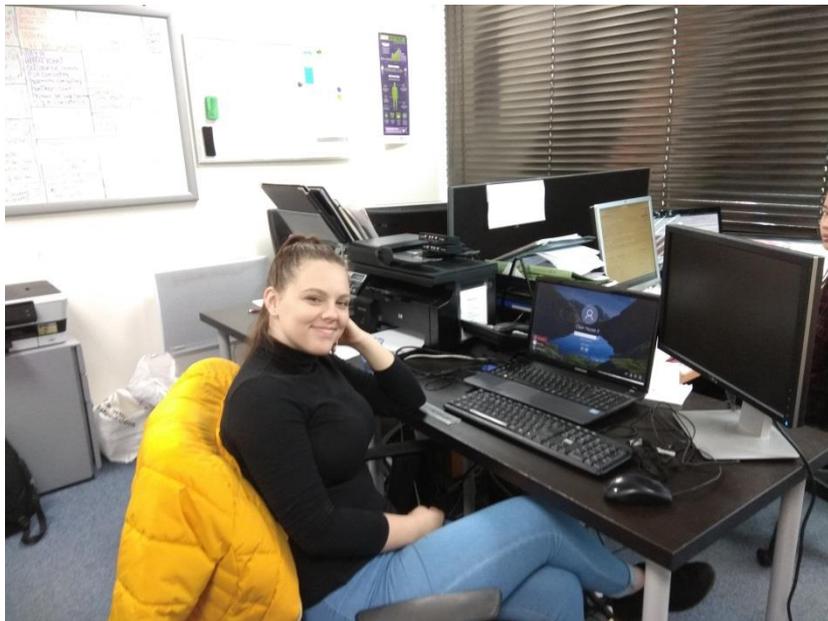
The winter term of this project was attended by 19 students: David Fojtík (3.A), Nikola Svobodová (3.A), Eva Gottwaldová (3.A), Luisa Freimuthová (3.A), Patrik Cihlář (3.A), Jasmína Chenová (3.B), Eliška Rybáková (3.C), Julie Procházková (3.D), Lenka Ursacherová (3.D), Lukáš Tölg (3.K), Adéla Málková (3.K), Tereza Doležalová (3.AV), Zuzana Martinková (3.AV), Natálie Vlasáková (3.BV), Magda Bínková (3.P), Eliška Musilová (3.P), Valentína Mešková (3.Q), Jana Kalhousová (3.VK), Markéta Frömelová (3.VK)

We received the grant from the European Union project Erasmus+ and 19 students + 2 teachers could travel to London in December. There is another group that will go in April. We are the ninth group that was given this chance to live and work in the United Kingdom for two weeks. Everything was financed by the European Union. All we needed was pocket money.

During the time we worked in various London companies: Redmond Community Centre, BSN Social Care (Nexus Fostering), Active Care, Kilburn Library, CCLS English School, Maple Estates, Ultra Estates SJW, Hilliers Vision, 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.

Students of social services dealt with documents, clients and prepared their case history. Other tasks were preparing an analysis on the specifics of the particular minority according to the type of the organization, offer of services and intervention.

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 in 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 London (Sunday) we were given Oyster and SIM cards and met our host families with whom we spend the evening to get to know them. On Monday we all met in ADC College and they told us details about travelling in London. 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.

At the weekend we all went sightseeing. We visited e. g. Parliament, London Eye, Madame Tussaud's. From Monday to Friday we were working. In the end we met at the ADC College where each of us received Europass Mobility. In the evening our group visited Sky Garden with beautiful views of the city. 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 London 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!

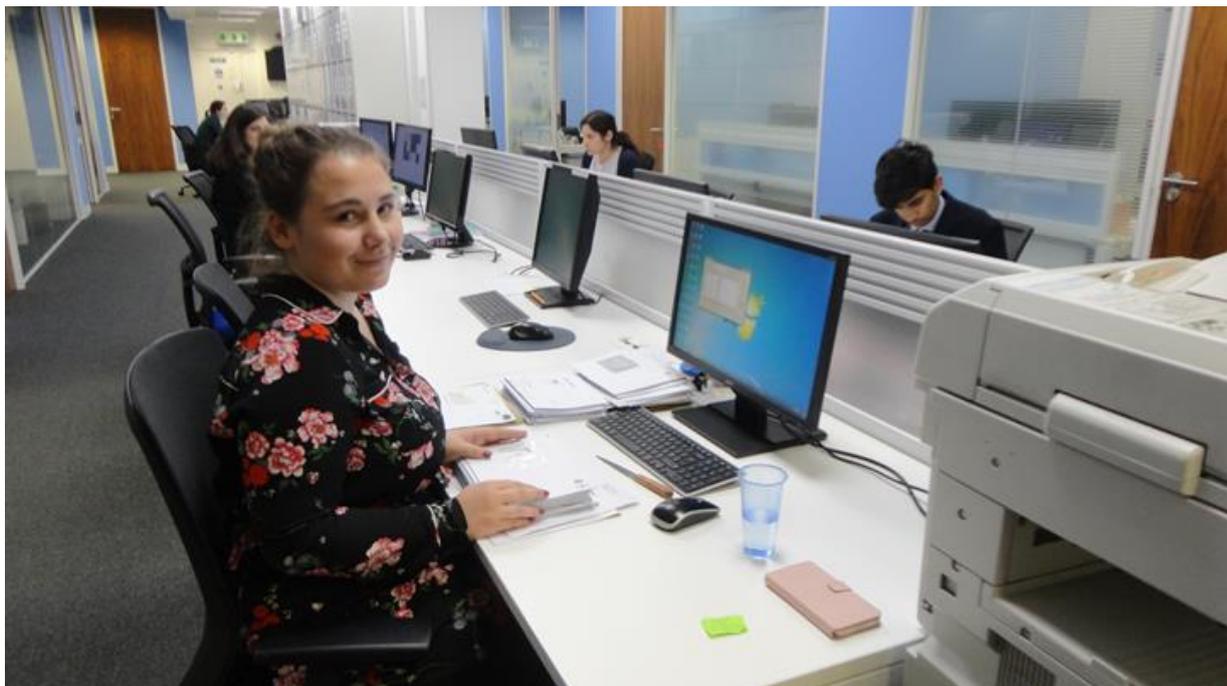
## **Magda Bínková, 3.P – Further Education College, Law and Economics – Legal Studies**

### **Work**

I spent my internship in the company Capital Business Links, which is an accounting company providing bookkeeping and accounting for mostly Polish companies in UK (but also for Polish companies in Poland and Czech or British companies in UK). The company has many kinds of clients - limited companies, self-employed persons, partnerships and individuals. Capital Business Links provides services for more than 3 000 companies (including huge companies with millions turnover, but also start-ups).

They have about 50 employees and interns. I was not the only intern in the company. They have open office for all interns - during my internship I met 7 other interns - from Portugal, Greece, Latvia and Poland. There were also 3 students from a school in London. Each intern had his/her own mentor - who was giving them the tasks and help when needed.

My mentor was Miss Marta Klosinska, she is from Poland and she is responsible for administration. Therefore my tasks mainly included work concerning administration work. At the beginning of my internship I was given only basic tasks and basic instructions. I started with shredding, copying and scanning of documents.



Every accountant in the company has his/her own office with folders of companies he/she is responsible for. My second task was to put those folders in the alphabetical order. Then my colleagues showed me how the database of clients works. I was given the post for all company - my task was to find the company in the database, write the name of accountant responsible for particular company, find out whether the scan of the document from post is needed (if it was needed, I used copier to do so). After this process I went to the particular offices and put the documents to the folders according to the name of companies. This was my everyday task.

Another of my tasks was also connected with the client database. I was given an Excel document with names of some of the clients and my task was to find out particular information about those companies. During my internship I made a few of those Excel documents with different information.

The last task I was given was connected again with client database. From accountants I was given packages with completed documents for clients. My task was to find out their addresses, language in which they want to be contacted and which way of delivering they prefer. Then I put all this information into the Excel document.

These were my main tasks during my internship. Thanks to the supportive, friendly and helpful colleagues I was able to do all this tasks without any problem. The environment of the company in general was very friendly and there was positive atmosphere all around. Also I was surprised by positive attitude of all employees in the company.

The only disadvantage connected with this company for me was commuting. The company is located in Ealing, West London and I had to go there by bus (5 minutes), underground (10 minutes) and most of my way I went by double decker (sometimes 1 hour, sometimes 1,5 hour) and because of terrible London traffic, sometimes I spent more than 2 hours by commuting to/from work. My working hours were from 9 a.m. to 17 p.m. - sometimes I had a problem to get to the work on time, because of the traffic. But my colleagues are used to it, so they always accepted it without any problems.

#### Accommodation

I shared the room with my classmate Eliška Musilová. We lived in North Harrow at Janice Newton. She is a retiree and she spent a lot of time by looking after her grandchildren, as she has really big family. She made us feel really welcomed and introduced us to all of her grandchildren. The house was clean and dinners tasty. Janice was very nice and it was not problem to agree with her on moving the dinner on late hours or on coming home later - we just have to send her SMS.

We shared the room with 2 beds, 2 cabinets, fridge, internet, mirror and beautiful paints. The bus stop was only a few meters from our house. Also underground was not so far from our house and the way to the city centre took only about 30 minutes which was great.

With Eliška we were enjoying the traveling around the city, trying exotic but also traditional British food and drinks, and shopping. The atmosphere in the restaurants was great every



time. We also enjoyed the weekend program with our group. For me, it was the first time seeing those amazing famous historical buildings.

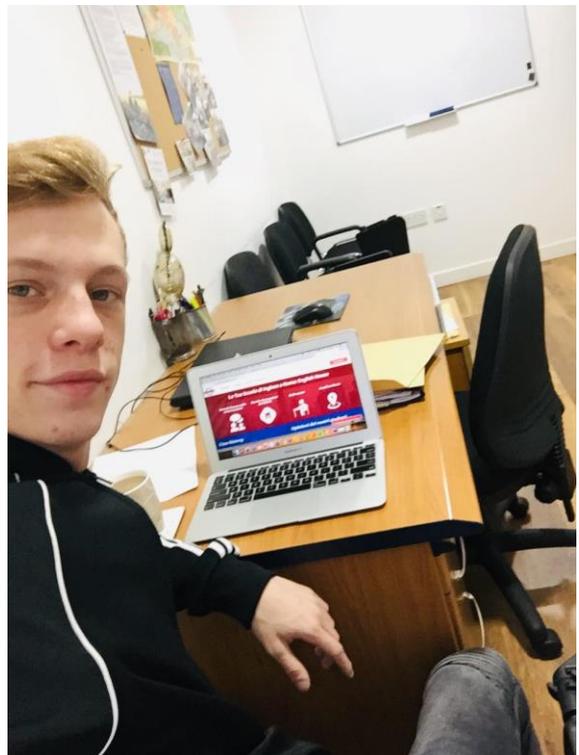
All in all I really enjoyed this London experience and I am very grateful for this opportunity. I would definitely recommend this Erasmus + programme to all students.

### **Patrik Cihlář, 3.A - Business Academy**

#### **Work**

The first day in London I was afraid about finding the way to my work because I had never been there. Finally everything was fine and funny too. I was working in TELC UK which is an English school which offers English courses for everyone. My main tasks were scheduling and posting photos for company's social media then filling invoices and preparing students' evaluation in MS Excel.

Every employee in this company was very helpful and especially kind. My supervisor was Concetta Palmieri, she is from Italy so it was easier for me to understand her because she is not a native speaker either. The last day she sent me to take care of some letters to send from post office.



So finally I want to end this with words that I really enjoyed this experience and I hope that maybe someday I will visit this country and company again.

## Accommodation

Our accommodation was good. It was a typical London house with two floors. Our host mother was really kind and funny. Her food was pretty awesome, but sometimes maybe too spicy. Two things that I didn't like was a small bathroom and a small bedroom which is typical for houses in London.

## Transport

In London we were traveling by buses or by tube. The big advantage of local transport is that you are never waiting more than five minutes at least in my case. Tube covers the whole city so you can get almost everywhere you want.

## Free time

In our free time (it means after work and at the weekend) we were walking through the city and sightseeing. I had never been there so it was really interesting to me. We saw how multicultural London is and I really liked it. We could see a lot of shops and restaurants and cafes and I liked cars there a lot.



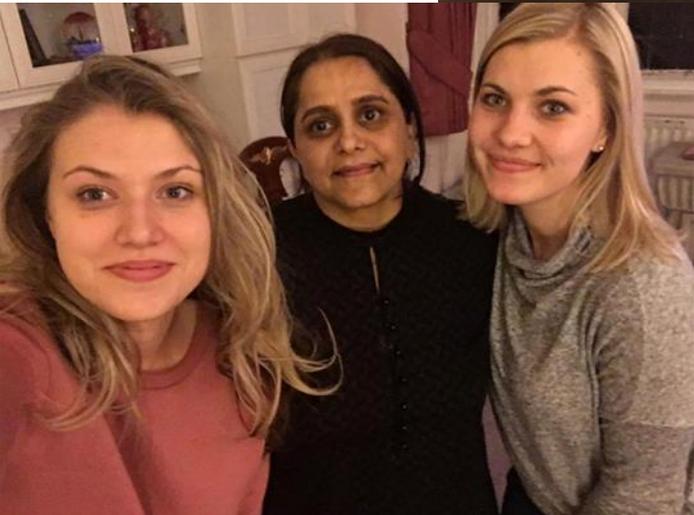
## **Tereza Doležalová, 3. AV – Further Education College - Social Services**

### Work

I spent my work experience in the company Redmond Community Centre. It is located in Woodberry Down on Kayani Avenue. The centre is host to local community groups, events and activities for everyone to enjoy. The centre was completed and opened by the Mayor of

Hackney in February 2012. It is managed by Manor House Development Trust which was formed in 2007. Manor House Development Trust is a charitable social enterprise. They deliver and help other organisations to deliver community services which are value for money and create lasting benefits. This approach allows the community to lead and determine its own future.

The first day I was really afraid of finding my new job address, because it was about one hour far from house of our host family. First I had to travel by fast train to London Euston. From there, I had to go by the underground (Victoria line) and change for Picadilly line which goes to Manor House station and is not so far from my work. My supervisor was Emmanuel Wachukwu, he was really nice to me in every situation. I had about 10 other colleagues, Hennaz was my favourite one, she was a really nice person, and I'm in contact with her till now. Every morning I prepared coffee or tea for everybody, it was like a ritual for us and



then we talked to each other about yesterday. It was a really nice start of the day. My main task was work on reception, calling clients and talking to them.

Accommodation

I was staying with my classmate and my best friend Zuzka at Azra's. She was so nice to us, as if we were her own daughters. If we wanted to stay a

little bit longer in the centre of London, we just had to write to her in What's up application that we would be late and she left our dinner for us. She was Indian, so she cooked to us usually something healthy with rice or pasta. Although it was a little bit spicy, it was really tasty for me and Zuzka, because we love it. Our room was really nice and girlish. Next two weeks she was really talkative and helpful. She helped us with everything we wanted and she always asked us when we came from work, how our day at work and London was. That was really cool of her. We had no problem at all, the only thing which was really bad, is that it was

really cold in our room at night, but everybody had the same experience as us with this, so I think it's normal for them.

### Free time



As I said before, I was really lucky that my best friend Zuzka was with me all the time. So usually after work we went to the centre of London. One day it was Oxford Street, other days it was Piccadilly Circus and other famous places. At the weekend we had program together with our teachers and other students from our group. On Saturday we visited the interior of the Parliament, which was a really nice experience, as the whole throne of the Queen was made from gold and I always wanted to see it. Then we went to Trafalgar

Square, which is famous for its four big lions, and the National Gallery with van Gogh's Sunflowers. Then we went to Piccadilly Circus, famous for big televisions with advertisements, which is similar to Times Square in NY. I want to say that in Piccadilly there

were really nice Christmas decorations - lights in shapes of angels. Next day, on Saturday we were in the Tower and we saw famous Crown jewels. Then we went across the Tower Bridge and I bought there a really nice tea mug. I use it every day now. Then we were on really cool and big lookout tower Sky Garden and I think that I will never forget my feeling about this exhilarating experience.



### Conclusion

I need to say thanks to teachers that they offered to us this internship. It was really great experience to me, it gave me lots of confidence in communication with people and I'm very happy for that. And of course big thanks to Erasmus+ and Redmond Community Centre!

## David Fojtík, 3.A – Business Academy

### Work

I worked in the company CCLS English School. It's a language school providing regular English courses and also e-learning courses mostly for foreigners in London, who would like to stay there, but can't speak English.

I worked in my own office (it was a small classroom) on my own and I carried out tasks I got from my supervisor or from my colleague. My main tasks were posting on social media and scheduling them, working with client databases, sending promo messages and finding potential students.

I did these as a daily routine and once I had them done, I helped with laminating posters, or my supervisors send me to deposit money to the post office.

My working hours were from 9 a.m. to 2:30 p.m. and I had the opportunity not to have the lunch break and to go home at 2 p.m. My working hours were the shortest ones, most of my friend worked to 5 p.m. or to 6 p.m.



Commuting to the workplace took about 20 minutes, which I was really happy about.

Overall I loved this company, the atmosphere was nice, colleagues were always very helpful and friendly and I found most of the tasks being very interesting, or even handy for my project, I'm working on here in Brno.

### Free time

I had some free time for myself after I finished my work so I went home and chilled a bit. I appreciated the fact that I could do pretty much anything I wanted.

I worked a bit on my project that I've mentioned in the first paragraph and then I went to the centre to meet with my friends and to go sightseeing together.

We visited places such as St. Paul's Cathedral, we were in Stonebridge Park, and we also visited places like Soho, Millennium Bridge, Camden Town, China Town, Carnaby

Street or famous Platform 9 ¾ from Harry Potter movies.

At the weekend our whole group spent some time together, with our teachers we saw Westminster Abbey, we passed by Big Ben when we went to visit the Houses of Parliament, we were on Trafalgar Square, China Town, and we were in the Madame Tussaud's Museum.

Another day we went to the National Gallery, we were in front of the Buckingham Palace to see the changing of the guards and we also had a great time in St. James Park., we had a chance to see the crown jewellers in the Tower of London and the whole Tower itself. After that, we saw the Tower Bridge and we took a ride in the London Eye.

Next Thursday we went to Sky Garden, where you can see the whole London from the bird's perspective.

### Accommodation

I stayed with my two friends in one very friendly family with Arabic origins. It was mother with three adult sons, but the youngest one still lived with her, so we sometimes could see him at home. We've never heard about their father, there were some family photos in the kitchen including him, but the pictures were very old.

We had two rooms and we could use bathroom when we wanted to, but they preferred us to take showers in the evening. We could also go out in the garden, so we spent some time there and when I was home alone, because everyone else was



still working, I was usually in the living room.

For breakfast we usually had bread with marmalade or with chocolate spread, we had money to buy lunch on our own, but the dinner was prepared by our „substitute mum“. She cooked meals such as fried chicken with chips, or omelettes with potatoes. We also had a benefit of a flexible dinner time, because she left the food for us in some heat keeping pot, so when we came home, we could either eat, or reheat it a bit and then eat.

### Conclusion

Although it was only for two weeks I gained lot of useful experience in marketing via social media and also in the communication in English. I would definitely recommend this project and I hope that I will visit London again soon.

## Luisa Freimuthová, 3.A – Business Academy

### Work

I worked for Hilliers Vision. They specialize in optics and their company is very popular in Harrow. For over 70 years the people of Harrow entrusted their eye care to their owned business. They are inspired by the practice's previous owner Mr. Hillier, so they rebranded to Hilliers Vision. Currently, the optician service is provided by the best and kind people.

You can try their eye test, with which you can figure out the quality of your eye vision. After that, they will help you what to do next. Of course, you can find there wide offer of glasses, sun glasses and also contact lenses. The brands of their glasses are for example Michael Kors, Prada, Emporio Armani and other.

My job there was very varied, I did some presentations, edited photos for their new upcoming cooperation, worked with Microsoft Excel and Microsoft PowerPoint and I prepared some documents for them. My working hours were from 9:30 am to 5 pm and I really enjoyed it. My supervisor was Anand Vyas and he was very nice to me. Every day, he gave me work to do and I tried to make it as fast as it was possible. Also, I had coworkers Maya and Rita. They were helpful and nice to me.



### Accommodation

I lived about 20 minutes by underground far from my work, so it was pretty close. In my host family, I stayed there with Eliška Rybáková. The person who took care about us in the host family for 14 days was Ms. Joan Harrison. She was nice and very funny, we laughed a lot, but we did not enjoy her food. Maybe it is because of our delicious food in the Czech Republic, but we did not like it at all. She told us to let her know if we want to have a dinner the next

day, but we were at home every day around 9 pm, so we bought something to eat in the city. The last day, Joan made for us English breakfast. It was delicious. Her house was adorable, I loved how designed everything was and it was so clean! Perfect!

#### Free time

Almost every day Eliška and me spent the days in the city, we went shopping, meeting with other students and we were just having fun. I loved how people in England are very nice, helpful and kind to each other. I wish it was in the Czech Republic like this too.

We visited a lot of places during the two weeks we were there. For example - Madame Tussaud's, Sky Garden, Trafalgar Square, Saint Pauls Cathedral, China Town, London Eye, Westminster Palace and National gallery. Also, we went to a Harry Potter shop and it was amazing. I loved Madame Tussaud's. Every character looked like a real person and it was perfectly arranged.

I loved and enjoyed our time in England, I have learned a lot, but I am glad that I am home. I think 14 days are enough.



## Markéta Frömelová, 3.VK – Further Education College, Information Services and Librarianship

### Work

I was working with Lukas in Kilburn Library, which is a middle sized public library and they operate under Brent Libraries group. It is the oldest library in group. They have open access only on ground floor with fiction and nonfiction books for both adults and children. There is a section even for the youngest children with a few toys and books for them. They provide loans and references books, newspapers, audio books and DVDs. They also provide access to computer, free Wi-Fi access, photocopier, printer and scanner and 40 study spaces. Beside that they organise two times a week singing for small



children with parents. They are focused more on their community than we are used to in the Czech Republic. Our main tasks during internship were revision of

collections, preparing reservations and helping readers with their requests and needs. We also stocked returned books and worked with the library system. It is working little bit different then we are used from our libraries. They have also a little bit different attitude to readers. They try to teach them to be independent as much as it is possible.



Readers have two self-check machines for borrowing and returning. They have access to Online Public Accessible Catalogue (OPAC) and they are encouraged to use it. What was really interesting for me was the opportunity to speak with people from different cultural

background. Everyone was so nice to us that it helped me to gain some confidence with communication in English.

They helped us with everything and try to show what they could. Our working hours were from 10 p.m. to 5 a.m.

### Accommodation

I stayed in Harrow with two other girls, Adéla and Jana. Our host was Annete and she was really nice to us. Jana and I were in one smaller room and Adele was in the second even smaller room. In the night it was quite cold but that was understandable because we were there before Christmas and British haven't got as warm houses as we have. We had a key so we could stay in the centre after work, but we usually came back for dinner and some chill. Annete had very nice Christmas decorations and although she was a good cook we had also some convenience food. She



asked every time what we want to eat so we had for example a homemade burger with fries or fish and chips, but also some quick china with pasta. For breakfast we could chose and take what we wanted. I

usually ate some toast with butter and ham or cheese or jam and coffee. After breakfast I left for work because I travelled nearly an hour to get there. I used mostly underground but I travelled also by a double-decker. Annete has a cat called Missie. She wasn't into cuddling much but she was so cute. Annete's house was nice and modern. She is a hairdresser and she works from home. She showed us some photos of her children and from vacations. We enjoyed our time there.

## Free time



In my free time I had chance to explore London a little bit. At first, I was really worried about the transport in London but it wasn't so difficult. I went to Sherlock Holmes Museum (twice actually), walked through the China Town and Oxford street. It was a good opportunity to do Christmas shopping but everywhere there were so many people that in the end I was glad to come back to Annete's place. What I really enjoyed was Christmas mood everywhere. Decorations and lights look magical in the night time. In the weekend, our teacher prepared programme for us. On Saturday we visited Parliament, Trafalgar Square, Madame Tussaud's museum and passed by Westminster Abby. In Parliament we had our own audio guides so we could enjoy architecture and decoration of both parts, House of Commons and House of Lords. We walked through the rooms where there are usually sessions and the atmosphere of that place has is incredible.



Generally, I fell in love the city. Architecture is amazing and everyone is so nice. Madame Tussaud's is a museum of wax figurines. You can see there Princess Diana's figurine, Harry's and Meghan's figurines and a lot of others. It was funny to walk besides Angelina Jolie and few steps ahead there was Victoria Beckham. On Sunday we saw changing of guards in front of the Buckingham palace, crown jewels in Tower, fed some squirrels in St. James Park and took a ride on London Eye. We had stunning view of night London from there. We were also lucky to go to Sky Garden so sightseeing was completely satisfying. If I had the chance go again, I would definitely go. These two weeks were great for me.

## Eva Gottwaldová, 3.A – Business Academy

### Work

I was working in company called Ultra Estates. It is a real estate agency, which is specialized in sale and rental of flats or houses in some specific areas of London. It is a smaller company, at the time of my internship there were 3 employees.

Their office is located in the centre of London, so my journey to work took about 40 minutes, but I had a direct line close to my house and that was an advantage. At the same time it was located near all the apartments and houses which the real estate agency offered to rent or buy, but it was also very small. Basically, it was an open office where three tables were located side by side - one for me and two for my other colleagues and side located was the table for my boss.

As for the work itself, my main tasks included easier things such as working with e-mail, assigning enquiries for flats into the business program, choosing suitable furniture for their apartments for rent, contacting clients and collecting messages for my colleagues. My main work was making an overview of the various two bedroom and one bedroom apartments in various London areas, newly added by competitions for rent, along with basic information about them, such as the rental price per week, more detailed information as a special equipment, whether it includes concierge services, etc., if it's furnished or un-furnished and if they prefer long-term or short-term rentals. This task was very interesting for me because I've learned about the rental prices in London, which are really very high in comparison to the Czech rental.

The first week of the internship my boss was present, but the second week he had to go away and I only stayed with my two colleagues. My work hours were from 10:00 am to 6:00 pm, and I had a lunch break between 13:00 and 15:00 for one hour. The first week I was at work until 18:00, but as the second week the boss left, my other supervisor let me out of work earlier. The boss was very kind, he had a great accent, and when he did not have a meeting, which was not so often, he tried to chat with me. My other two colleagues were great and helpful. I enjoyed staying with them for those 2 weeks. They even offered me a full-time job but I obviously refused, because of studying, but they still convinced me that if I wanted to work there after graduation, they would love to welcome me there.



## Accommodation

I lived with Nikola Svobodová in London area called Queensbury. The underground station was a 20-minute walk from our house; there we could find the Jubilee line, which took us directly to the centre. Two of our friends lived just a short walk from our "home for 2 weeks" – for about 5 minutes. The funny fact is that they lived at our hostess's sister's house. The house was very clean and nice. We lived with Mrs. Carol, who was very funny, nice and attentive, and although we did not spend that much time in the house, she always talked to us a bit each day. We had provided breakfast and dinner at our host family and for lunch we got money. We made our own breakfast – she allowed us to use everything from the refrigerator and she made us always warm dinner, which was great. She cooked such a good chicken and she even cooked for us great shrimps one evening. The last day of our stay there she made us a full English breakfast, which was such a delicious ending of our trip. The complete stay at her place was very pleasant for us and we could not wish for a better family.



## Free time



I had free time every day after work. I always spent it with my friends. Every day we went somewhere – for example shopping, eating, or just visiting some interesting places and London as such. We often visited Primark, which is probably visited by every student visiting London. We also visited the typical London "fast food" Five Guys, which is not quite the fast food we are used to in the Czech Republic, not comparable to McDonalds. We had a great opportunity to get to know a lot of London places we previously knew mainly from social networks. On Thursday, the second week, before we got the certificates, we all together visited Sky Garden, where we had a magnificent view of London. At the weekend, together with Professor Lojdova and Koudelkova, we visited the main monuments such as the Parliament, the National Gallery, which is located at Trafalgar Square, the Madame Tussaud's - a museum

with wax figurines. We saw the changing of the guards at Buckingham Palace, London Eye and China Town.

## Overall

It was a great opportunity that brought me a lot of new experiences, a new look at different cultures and the whole work experience was really challenging. I am very grateful for it and would definitely recommend this internship to everyone.

## Jasmína Chenová, 3.B – Business Academy

### Work

I worked at a company called Influential English which is located in Marylebone. Influential English is a language school that provides English courses for student from all around the world. They have variety of courses from general English to IELTS Academic courses; they even offer live online courses.

Before we got to London I was quite scared that I would get lost in London underground on my way to work or when we would go to the city, but it was much easier than I thought. On our first day our country manager Adriana from the ADC collage explained to us how to use public transport and that was extremely useful. She also showed us application that's similar to IDOS, it's called City mapper where we could find the best connection to get where we needed to. We lived in Rayners



Lane so on my way to work I used Metropolitan line and then changed for Bakerloo line on Baker Street. It took about half an hour to get to work.

My main tasks were designing leaflets and business cards for promotions or running some errands. For example one day my supervisor sent me to buy a printer and some white boards. That was a challenge for me because I know absolutely nothing about printers, he didn't even tell me which printer he exactly wanted so I had to ask the staff in the shop maybe like million times about all of the printers they had. In the end I randomly picked one that seemed good enough because I already lost my patience.

My working hours were supposed to be from 9:30am to 5:30pm but my supervisor changed it so I usually started from 11:30am. That was awesome because I could at least sleep in. During my work experience at Influential English I only met 3 teachers and one of them was my supervisor Craig. He was really talkative and super positive person so it was a pleasure to work with him. In the beginning I was little bit scared that I wouldn't understand my supervisor and my other colleagues but their English was really very nice so I could understand everything they said.

I had a desk right in the study room where they had classes so I could also listen to the lesson and new accents of the students while working on my tasks - that was a plus. In general I liked my experience at Influential English because of the friendly atmosphere there.

### Free time

We had a weekend programme with our teachers and although it was rather cold outside, we really enjoyed it. On Saturday, we met in front of Big Ben which was unfortunately under construction, and then we went to Parliament where we spent about 2 hours. Later we passed Westminster Abbey and went towards Trafalgar Square and Chinatown and at the end of our programme for the day we went to Madame Tussaud's which was interesting.

On Sunday we met at Trafalgar Square. We went to National Gallery and around lunchtime we went to Buckingham Palace. We also visited Tower where we could see Crown Jewels. To finish the day of we went to London Eye and even though I'm a bit scared of heights I really enjoyed it. The view was absolutely amazing.



### Accommodation

I was staying with two other girls in a house with Esther. She had 3 daughters, one who already worked; the other one was probably in primary school and the youngest one still attended kindergarten. The house had 3 floors and we stayed on the top floor. All of us stayed in one quite a big room. There was also a bathroom on the floor which we had for ourselves so that was nice. We didn't have any problems for the whole time except it was just really cold in our room even though we had the warmest room in the whole house. As for the food, it was nice, but I really missed cooking my own meals.

### Conclusion

It was a good experience and I definitely became more independent. However, at the same time I realized that London isn't my cup of tea and I'm probably not going to visit England soon. On the other hand I learnt that I should appreciate everything I have in the Czech Republic more because we take everything for granted even though it's not.

## Jana Kalhousová, 3.VK – Further Education College, Information Services and Librarianship

### Work

I spent my London work experience in Library at Willesden Green with Adéla Málková. This library is included to the Brent Libraries which is web of libraries in Brent - London borough in north west London. My classmate Markéta Frömelová and Adéla's classmate Lukáš Tölg worked in other Brent library – Kilburn Library. The Library at Willesden Green is simultaneously a Brent's community centre because it has a gallery, an archive and the museum of Brent's history.

It is a large size public library with 3 floors plus 1 floor for staff. Library organises regular cultural and educational like events Chatterbooks Reading and Crafts Club, IT for Beginners, Scrabble Group...

Our job description was routine library work plus assistance during children programme. They have programme for children nearly every day. We attended regular Bookstart Story



and Rhyme Time for Under 5s. And because it was Christmas time, Santa visited our library of course. Another day children saw Charles Dicken's Christmas carol which was played by some really good-acting volunteers. They had also really amazing props and costumes, in my opinion even

historically accurate.

There are workers of many nationalities, for example Armenian, Indian, so I came into contact with more language accents. All colleagues were very friendly and open (not only colleagues at the library, but people in London in general); they offered their help and advice many times. We became good friends with few of colleagues, especially with Georgetta from Armenia. Therefore our last day at the library was full of sad and warm hugging.



I was really positively shocked by knowing the fact their lunch break is one hour long and they have even tea break in the afternoon for 30 minutes. In library there is café where one can go for lunch, but there are more bistros only a few meters from the building of library, so it was absolutely no rush at all as I was used to in the Czech Republic during lunch breaks. Short break with tea with milk and cookies is a really enjoyable habit. We spent our tea breaks in staff area where is a large, open space with kitchen equipment like fridges, microwaves... They have even two fridges and two microwaves for vegan and non-vegan food. Sometimes we spent there our lunch breaks too.

### Accommodation

We lived in a nice small house in Harrow, which is a typical lovely London suburb. Our



landlady Annette was a hairdresser born with an Irish background, who works from home and she has a black cat named Missie. I shared a bedroom with my classmate Markéta and Adéla slept in a next bedroom. For breakfast we had lots of food to choose, for example several kinds of cereals or several kinds of spread for toasts. In England, people are not used to have home-cooked meals as in the Czech Republic, but we were lucky, because Anette cooked very well. She even tried cooking goulash.

### Transport

Even if transport across London took more time than in Brno, I really enjoyed traveling to work and back. We got Oyster cards so we could travel in London without problems with buying tickets. From our house, it was only a four-minute-walk to a bus stop. There was also the ADC College only ten minutes. Traveling by bus was ok, but buses did not have stable timetable as in Brno, sometimes we were waiting for bus for about 20 minutes and sometimes two buses arrived in five minutes. But that depended on weather too. I went to work with by a double decker and then by tube, it took about 30 minutes. When we decided to go to city centre, we went by tube or train. Transport was very easy especially because of amazing phone applications designated for transport in London. You don't have to even know the name of bus stop, just type place where you want to be and these apps nearly took your hand and guided you.

### Free time

We had a weekend programme with our teachers. On Saturday, we had a meeting point near Big Ben, which was almost entirely covered in scaffolding, so we didn't recognize it at first. We took a tour of the Palace of Westminster - both the House of Commons and the House of Lords. Then we passed Westminster Abbey, which is one of the most beautiful sights I have ever seen. Then we visited Trafalgar Square. After sightseeing in the centre of London, we moved to Madame Tussaud's museum, where I spent really long time because figurines were so breathtakingly realistic I could watch them forever.

On Sunday, we had a meeting point at Trafalgar Square and then we went to Buckingham Palace to watch the Changing of the Guards. Later we went to St. James Park, where we could feed squirrels, swans, seagulls, geese, ravens. For me, this was one of the most memorable moments in London. Then we took a tour of the Tower and in the evening we visited the London Eye and we had a gorgeous view of London at night.

On Thursday we visited Sky Garden, which is a glass dome of landscaped public gardens with observation decks so we had a spectacular view.

### **Zuzana Martinková, 3.AV – Further Education College, Social Services**

#### Work

I worked in BSN Social Care in part of these company Nexus Fostering. It's a company that provides foster parents for children who need help. It's placed in a London borough named Harrow. My flatmate Terka and I lived near in Royston so I travelled approximately half an hour there. It included going by overground, a double decker and walking there. I worked the on second floor in an open space office from 9:30 am to 5:00 p. m. I had 7 colleagues, most of them women. My supervisor was Bhavini Patel, she was really nice and helpful to me. She always asked me if I am OK or if everything is all right. All other colleagues were friendly and I feel really comfortable there.

My main everyday tasks in the company were paperwork - filling out forms, copying them, scanning them and shredding them. I wrote emails and worked a lot with computer. All of the information from the forms that were filled in that day had to be entered into online system Charm.

#### Free time

Because we working till 5 p. m. and we were tired, most of time we just went to the host house and chilled together, speaking about what happened during the day and lying in bed. When we had shorter working time we had a meeting in city centre and we immediately looked for some tasty coffee, because we hate coffee from Starbucks or Costa coffee. Sometimes it was really difficult, but when we found some café, we were really happy, as both of us are coffee addicted.

Mostly we were just walking in some area and we found really nice place like was Neal's Yard or hipster part of London. Once we were in a Vietnamese restaurant, because we really missed this food.



## Transport

Transport in London is really more difficult than in Brno. Everywhere were lots of people, they were in a hurry. When I travelled to work I used overground and double decker. But when I wanted to travel to city centre I used fast train and underground.

First day we get lost when we get on the wrong bus but luckily this bus took us to right place but we travelled instead of 10 minutes 40 minutes.

After 4 days of traveling in London we get acquainted with the city and we understood the system of tube.



## Accommodation

I lived in a nice house in a borough named Royston. The family was originally from Pakistan, but their children live there from birth. We didn't talk very often, because we were tired after work and because we often spent time in the centre of London. I lived with my friend Terka and we had so much fun together. The family was good, we had everything we needed. Our host „mum“ was Azra, she was really nice and lovely to us and she cooked us great food every day. It was really spicy but we liked it.

## Conclusion

After two weeks in London, I got a lot of experience. I'm no longer afraid of talking with strangers in English.

Everyone should give it a try, because this is a lifetime opportunity. I am really grateful for everything what we have in Czech Republic.



## Adéla Málková, 3.K - Information services

### Work

I spent my work experience with my friend Jane in a Library at Willesden Green, which is located on High Road. There are three floors. On the first floor there are books for children



and young adults. On the second floor there is fiction literature for adults and books in different languages. On the third floor is non-fictional literature for adults and a small museum too. It's one of the Brent libraries.

Our main tasks included making sure that books are correctly classified, books revision, answering readers inquiries and three times a week helping with events for kids, which was really a fun experience.

In Library at Willesden Green there work quite lot of people. Most of them are foreigners. Our supervisor was Mr. Ali Noman, but we often helped other employees. For example we spent lots of time with Georgeta Maieran, who's from Romania. She always took care of us when we felt kinda confused.



We also had chance to talk with people and get to know new cultures and the way they are thinking, which I personally appreciate very much. Our work started at 10 a.m and ended at 5 p.m.

We travelled to work by bus 186 to Canons Park Station and then by Jubilee train to Willesden Green. It took about 45 minutes.

I liked working there and I would not exchange it for anything. Everyone was genuinely nice and kind and in my opinion, that is one of the most important things.

#### Accommodation

I will always remember my host family. I was staying in Wealdstone with two other girls, Jane and Marketa. We lived in a small house with our "substitute mom" Annette Phillips and her cat Missy. Jane and Marketa shared a room and I had my own room. For breakfast we usually had cereals with milk or toast with marmalade.



Annette cooked dinners for us. We had things like pasta, pizza, burgers, lasagne and some Greece food too, because that's Annette's favourite. She also prepared desserts for us every evening. I enjoyed talking with

Annette about her daily basics. We had many things in common too. For example she recommended me a few places to visit. Annette is truly the best "substitute mom" I could ever wish for.

London is such a nice city and we could discovered how normal people live there. I am really grateful for this opportunity.

#### Weekend

At the weekend our whole group went sightseeing. We had a meet point at Big Ben and then we went to Parliament. It was genuinely interesting to see such a place. After that we went to Trafalgar Square, then China Town and finally Madame Tussaud's. At Madame Tussaud's we took some pictures of us and wax figurines of our role models.

The other day we had a meet point on Trafalgar Square. We went to the National Gallery, to see some famous paintings. My personal favourites are paintings by Vincent Van Gogh. After



that we went to see Buckingham Palace and st. James's Park. We fed some pigeons and squirrels there. Then we went to see crown jewelers to the Tower. We went to see London Eye too, we took a ride and we had a night view of London. Some of us went to King's Cross station to see the famous Harry Potter platform. I am personally a big fan of Harry Potter and I enjoyed this experience really much. I am really glad that I had the opportunity to visit those places.



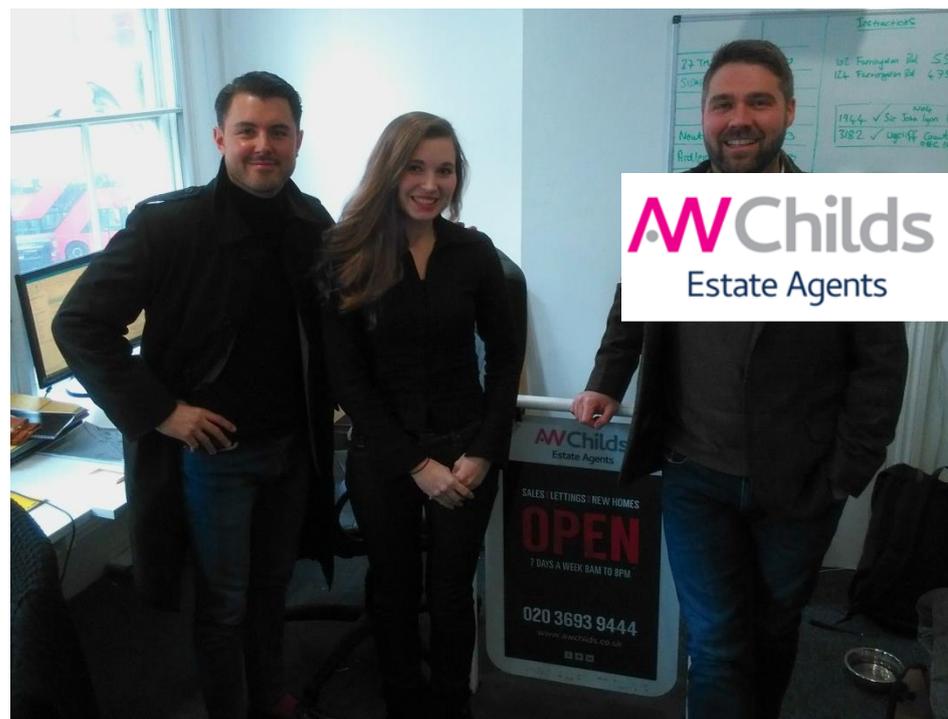
### Conclusion

Being in London for two weeks helped me with dealing with my prejudices. I am used to different cultures now and I think, that talking with strangers in English is no longer problem for me. I am proud of myself, that I made it, because this whole trip was kinda stepping out of my comfort zone for me. Everybody should give it a try, because this is a lifetime opportunity and you will not regret.

### Valentina Mešková, 3.Q – Further Education College, Economics and Enterprise – Foreign Trade

#### Work

I was working for AW Childs Estate Agents. I was placed in the office with my supervisor Mark Scoging and my second boss Alex Childs. There was a doggie named Ruby with us - she was adorable with her snoring all day. It was a small office, but very pleasant room with Christmas



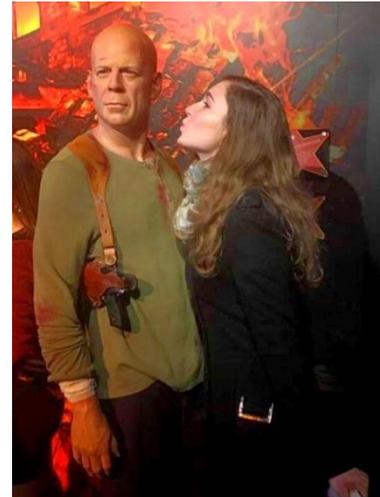
decorations. What I was most grateful for was their attitude towards me. We talked a lot with each other and not just about work. When I didn't understand they repeated it more slowly and sometimes even in a different way to make sure I got what they are saying. Sometimes it was really funny.

My working hours were from 9:30 to 15:00 or 16:00. It depended on tasks that I was doing. My main duties were collecting data about properties for sale or for rent, and then placing information on the company website and on other real estate websites, such as [zoopla.co.uk](http://zoopla.co.uk). The best work experience for me was going to meet clients. It was great to be a part of a negotiation process.

Travelling to work took about an hour every day. I had to change from bus to the subway. The subway was always on time, but the bus could not be relied on. The biggest advantage was that my workplace has been located almost in the centre of London. So shopping after work was a beautiful end of the day.

#### Free time

As I mentioned before, my free time always began after working hours. Most often I went shopping with friends to very famous and favourite Oxford Street or Camden Town. On Saturday and Sunday we spent free time with our teachers and we visited a lot of sights and well-known places.



We could not miss the most famous London places such as the Parliament, Big Ben, Trafalgar Square with the National Gallery and Tower of London with beautiful crown jewels. The evening ride on the London Eye was great, just the fear of the heights did not pass. The best experience for me was a visit of the Madame Tussaud's museum.

#### Accommodation

I lived in a host family with my friend Natálie. We lived in a small house with our "substitute parents" Sean and Hilda. They had a daughter named Rachel and one cat named Lightning. We stayed in one room and we had our own bathroom. What I appreciated a lot in the cold weather were the thick carpets and plush blankets.

For breakfast we usually had cereals with milk or toast with marmalade or ham and cheese. We were been given money to buy some lunch, so we went to the fast food or to the shop for something small. Dinner was always warm and big. Because of my gall bladder problems, they adapted and cooked light meals. Almost every time we had meat with some stewed vegetables. We also had pasta and once pizza.

The best thing about our family was that we talked a lot and even watched TV together.

## Conclusion

I was very surprised, that everybody in London was very kind and helpful to me. And I have to say that without help, I would not get anywhere in London. The subway was quite complicated but after a week, I had learned my routes to work and home. I am really glad for the opportunity and experience. I would recommend such a visit to everyone, but if you do not like crowds, it's not a city for you.

## **Eliška Musilová, 3. P, Further Education College, Law and Economics – Legal Studies**

### Work

I worked in company called A.S. Accountancy. It is located in Cumberland house in London. The company helps its clients with benefits for children, housing allowances, allowances for people with low income, or recovery of overpaid taxes. The company focuses mainly on foreigners who moved to UK and need helps with these services. They have professionals who communicate in Polish and English. Organization has been offering accounting services in the UK for 10 years and has received really good feedbacks from their clients.



It was actually a quite small place. In two big rooms there were few desks and about 8

people. It was a really young group of nice people and everyone was from Poland, but one woman from Lithuania. Her name was Aiste and she was the wife of my supervisor Artur. They had two little girls about one and three years old and sometimes it was fun when they brought them to the office. Apart from playing with kids, my main tasks included entering new clients into the database, checking data, accounting or working on clients' contracts. As I said everyone was really nice to me and they were always ready to help me. I started every morning washing dishes. Rule said that it is job of the youngest member of the office and it was unfortunately me. But I did not mind.

When I wanted to get from home to work I had to take bus H9 South Harrow from Pinner Road station (it was only a few steps from our home) to Harrow & Wealdstone. It took about 7 minutes. At Harrow & Wealdstone. I changed for the tube. It was the Bakerloo line and it took for about 15 minutes to Willesden Junction. And then I walked for about 10 minutes to work.



### Accommodation

I shared room with my classmate Magda. At the beginning I was

little bit afraid because we did not talk together at class a lot before. But lately we found out that we have a lot in common and I can say that I brought new friendship from London. We lived with a woman about 50 years old. Her name was Janice and she lived alone in a small house. But her grandchildren visited her every day. She was really nice and kind woman but she was not really talkative. She cooked us really delicious dinners but as for breakfasts, we had cereals with milk every morning and after few days we started to buy our own breakfasts. We shared a small room with the view of the street, it was really nice. The one problem was that our home was next to crossroads and gas station and there was heavy traffic. Despite the fact that there were plastic windows I had to sleep with earplugs because of the noise. When I forget these few imperfections I can say I enjoyed my stay with Janice a lot!

### Free time

After work we usually went for shopping with Magda. Our favourite shop was Primark of course. We also visited Poundland. It is a shop where you can find really cheap goods for 1 pound. It was really fine for shopping Christmas presents. We also visited Oxford Street.



At weekend we had programme together. On Saturday we visited house of Parliament, Trafalgar Square, China Town or Picadilly Circus which is the most famous advertising place in UK. My favourite place was Madame Tussaud's. There were wax figures of many famous people and 4D Marvel movie.

On Sunday we saw Buckingham Palace and Changing of the Guards. We also were in the Tower and saw famous Crown jewels. Visit of the London Eye at night was really beautiful. We

had an amazing view of night London.

### Conclusion

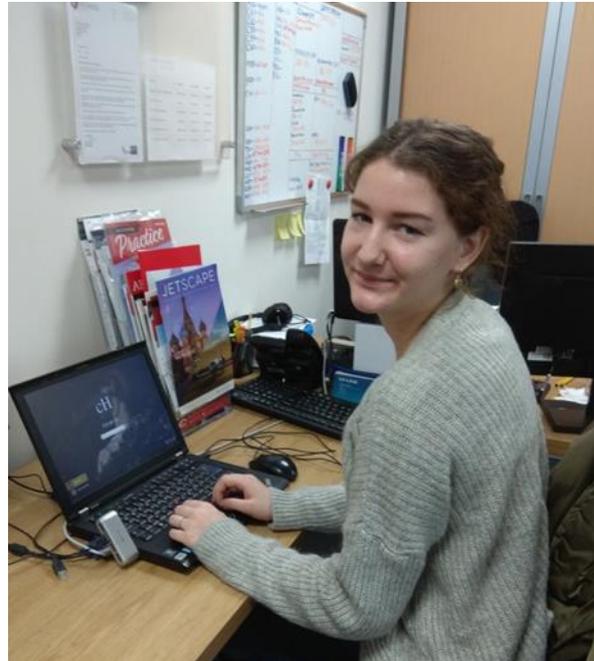
At the end I would like to say big thanks to teachers Mrs Koudelková a Mrs Lojdová. I would not have this opportunity to join this project without them. I cannot forget to thank Erasmus+ and A.S. Accountancy for this experience.



## Julie Procházková, 3.D – Business Academy

### Work

I worked in the company called Clear House Accountants which is located across the UK. It is an accounting company which provides accounting services, business advisory, IT services, marketing consulting, payroll and tax services. Clear House Accountants is a big company with few branch offices. The place that I worked in was a big building with different offices that companies can rent. I worked there with my classmate Lenka and three other workers. The office was quite big and there was a beautiful view of a field. I had my own desk with computer and everything I needed. My supervisor's name was Anam Rehman but most of the time I was communicating with Thao Lee. She also worked there. She was really nice, talkative and helpful with every task I did. All workers were really nice and helpful to me.



Our work first few days started at 9:00 a.m. but then they moved it to 10:00 a.m. and ended at 5 p.m. Every day we had free time for lunch from 1 p.m. to 2 p.m. At the building there was a cafeteria so it was awesome that we could buy something for lunch.



My tasks were creating profiles of their clients, working with Word and Excel and preparing documents for customers. I also worked with letters. I scanned them and then put them in compartments. I think that the work was very useful and really good practice.

Every once in a while we all met in 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.

### Transport

My way to work lasted for about an hour. First we had to go from home to an underground station, it was about 5 minute walk. Then we went by tube two stations to Harrow and there we had to change for a bus. The bus took about 30 minutes. And from the bus station to the company it was about 10 minute walk. There were few others possibilities to get to the job but

this one was the easiest. I think that transport in London is very easy. I was afraid of it and I thought I would get lost but surprisingly I didn't. We had travel cards so we didn't have to buy tickets which was awesome. Because transport in London is quite expensive.

### Family

For the two weeks I stayed with two of my classmates Lenka and Jasmina. We were living together at Esther's place. Esther is a Jamaican lady living with three daughters in house in Harrow. One of the daughters is about 20 years old and two others are about 10 years old. All of them were really nice and helped us with everything we needed. I don't think we had any big problem for the whole time. It was just really cold in our room, but I guess that's not a big surprise in England. Most of the time we spent in our room or dining room. We had one room together and our own bathroom with a toilet. The room was quite modern. The rest of the house was quite modern too but it was quite messy - with two little girl it is predictable. The food was not perfect, so most of the time we ate bit of the food Esther prepared and after we ate food that we bought. The neighbourhood was pretty and quite. We didn't meet lot of neighbours. Near the house there was a 'shopping' area but mostly shops with food. There was a Tesco, KFC, Pizza Hut, Domino's and other restaurants.



### Free time

Almost every day after work, we went to the centre of London. We saw Westminster and Tower Bridge, Madame Tussaud's, Sky Garden, London Eye, Camden Town and a lot of museums. My favourite place was Hyde Park because of the Winter Wonderland. It was really beautiful and Lenka and I even tried out one of the attractions. It was really fun time. Another thing we were doing almost every day was shopping.

### Weekend programme

After a long week of working there was finally weekend. It was mostly sunny and we visited all of the most famous monuments, e.g. Buckingham palace, Trafalgar Square, London Eye, China Town and more. We saw crown jewels and they were



unbelievable. We tried fish & chips. I really liked London and I definitely want to go back.

In the end we met at the ADC College where each of us received the Europass Mobility.

I was very surprised that everybody in London was very kind and helpful to me. I am really glad for this opportunity. It was an amazing experience which I would recommend to everybody.

### **Eliška Rybáková, 3.C, Business Academy**

#### **Work**

I worked in a company called Almont Travel. This company is all about luxurious traveling and visa handling for UK customers which want to visit Russia. My main tasks were looking for news about luxurious hotels, picking up visas and working with database.



I worked with 5 employees – Timo, Vitali, Yaroslav, Regina and Yiannis. They were so nice and friendly. I really enjoyed working with them. There was also a German intern – Nadja. She had been there for 7 weeks. We finished on same day because of Christmas.



At first they acquainted me with a company and explained what they do. Then they showed me the database and let me try it. Other days I filled in data. When it was done me and Nadja went to embassy and applied for visa. We often went together. Every day I had a little different task. One day I checked the bank statement, next day I was looking for new contacts and other day I made a brochure about most luxurious hotels. My supervisor was Yiannis. I liked him. He cared about what I did and he was really nice and kind. They were so sad when we were leaving.

There is my supervisor Yiannis and my colleague Vitali and in the second picture there is Nadja, me and Luisa.

## Free time



My free time was every day after work so I went to the centre of London with my friends. Most often I went shopping with Luisa but most of the time we got lost so we found other interesting places. At the weekend we spent free time with our teachers and we visited a lot of sights. We could see all beautiful places such as the Houses of Parliament, Big Ben, Trafalgar Square and Madame Tussaud's museum.

## Accommodation

I lived in a family with Luisa from 3.A. We lived in a small house with our “substitute mum” Joan. She took care of us and she was really kind and friendly. We stayed in one room. We usually didn't eat breakfast and we bought lunches at work. Dinner was e.g. pizza, lasagne, sour and sweet chicken with rice and so on.



## Nikola Svobodová, 3.A – Business Academy

On Sunday night, around 8 p. m. we arrived at Stanstead airport. There was a bus waiting for us to take us to ADC College, where our host families were waiting for us. After all the travelling, we finally arrived at our new two-week home. We ate a sandwich, unpacked our luggage, took a shower and finally went to sleep.

## Accommodation

Our hosts name was Caroline and she was the best host we could have wished for. She always made sure we had everything we need, she told us something about London, recommended us some nice places in London which are worth visiting. She was a really good chef and didn't have problem with anything.

Next morning, in the ADC College office there was the country manager Adriana waiting for us. She welcomed us, told us something about our internship, described some important things in London such as transport, how should we behave at work and many other things.

## Work

I was working at Maple Estate. My journey to a work took about thirty minutes. When I first



came to my work I was a little bit afraid, but after they welcomed me and everyone introduced themselves I was happy and excited to start working.

My working hours were from 9.30 a. m. to 5.00 p. m. I always had one hour lunch break. My tasks were checking every morning their bank transfer payments, after that I was writing business letters. I was also making presentations of their houses and flats which were at that moment available for rent or for sale. My colleague Savan took me 3 or 4 times to his appointment with a client. It was really interesting to see how they deal with their customers.



## Weekend

At the weekend, our teachers prepared for us programme and we spent the two days with the teachers and other students which got into an internship. On a Saturday morning we visited Trafalgar Square. After that we went to see the changing of guards in front of Buckingham Palace. We also visited St. James's Park. We finished the day with Madam Tussaud's visit. On Sunday, we went to see crown jewels to the Tower of London. In the evening, we visited a London Eye and went to see a short film about it.

The second week on Thursday night we went to see Sky Garden. It was very beautiful to see London at night from a different view.

Overall this internship was a very big experience for me. I am really happy I was part of this internship and that I gained a lot of new skills. This internship also gave me bigger confidence. For example, bigger confidence in talking in front of bigger groups in different language and not being scared to try and do new things.

I definitely recommend you to be part this internship and don't be scared to try it because you don't have anything to lose.

### Lukáš Tölg, 3. K, Information Services and Librarianship

#### Work

I worked in the public library in Brent called Kilburn Library. The way to work was fast and simple, I just went to the underground station circa 100 metres from house and then rode straight to Queen's Park station and then it was another 100 metres to the library. I worked there with another student, Marketa. Kilburn Library is part of the chain of Brent libraries. This library has just one floor for customers so it is quite small. It is also different in layout of bookcases from Czech Republic, where you will find most libraries to have very symmetrical and rectangular layout and feel to them. In Kilburn there weren't many right angles, everything is round or wavy and colourful.



My main tasks were revision of the whole book fund, which I did using of self-check machines. Other important task was helping customers with everything they needed, from reservations and registrations to borrowing and returning books. From my experience British librarians walk around library and are trying to help customers more actively than Czech librarians. Apart from that, I helped with preparation of reservations from and to other libraries, this I did mostly as the first thing of a day. And the rest of my work were little things like returning and sorting books back to shelves, doing some administration on computer or putting results of questionnaires into Excel tables.

My working hours were from 10 a. m. to 5 p. m. At the start I was really worried that I would struggle with communicating with my colleagues and customers, but after few conversations I became pretty confident and initiated some conversations by myself. I felt that after few days my English really improved thanks to the need to use it whole day. My colleagues were all really nice to me and helped me with everything I needed. My direct supervisor was Greg, he told me a lot about London and its people and we found out that we have many similar hobbies so it was always great to work with him. At the end of my working experience people who worked in library gave us ton of chocolate.

## Free time



My free time was every weekday after work. First few days I just looked around place I was housed at, so I knew where shops and other things like that were. Then I went with guys I was accommodated with to the centre of London where we saw Piccadilly Circus, China Town and other interesting places. On Saturday and Sunday we spent free time with our teachers and we visited a lot of sights. We could see all beautiful places such as the Houses of Parliament, Big

Ben, Trafalgar Square and Madame Tussaud's Museum. I particularly enjoyed the Tower, because I like history and castles are my thing.

## Accommodation

I lived in family with 2 other students, Patrik and David. We lived in a small house in Kenton, We had two underground stations close to us so we had really easy way to get anywhere in London we needed. ADC College is just 2 stations and my work place was about 7 stations without need to change of lines. For travelling we got Travel cards which we could use both for underground and buses in most of London.

Our host family consisted of Faye, mother and her three adult sons. Faye worked from home so we saw her a lot, she was really helpful and gave as tips about travelling in London and answered me any question I had. On top of that she was an amazing cook, we had hot dinner every day and it was always different food. If we needed we could just ask and have dinner saved for later so we could use more of our free time outside. She was very nice to us and I think I could hardly get a better host family. We slept in two rooms, Patrick and David were in one and I had second room to myself. Rooms were clean and pretty small but not cramped.



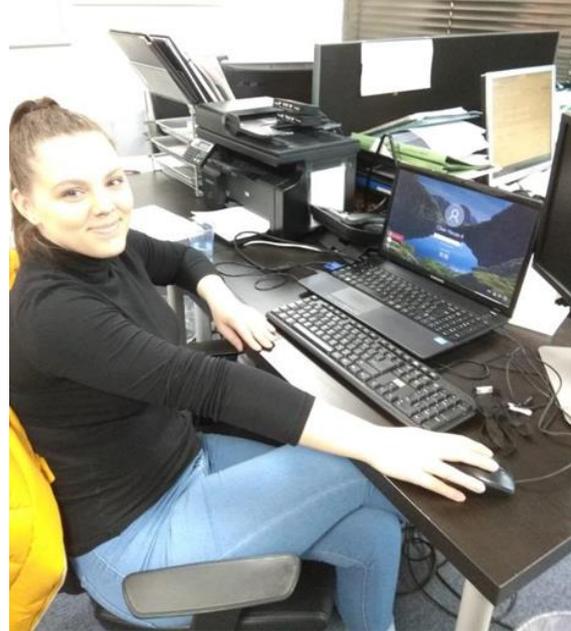
## Conclusion

I really enjoyed every part of my internship, got some really good experience and raised my self-confidence when working with people. This my third time in London so I wasn't surprised by many things, but I visited new places like the interiors of the Parliament and saw crown jewels. If I get chance to do something like this for second time I won't hesitate.

## Lenka Ursacherová, 3.D – Business Academy

### Work

I was with my friend Julia in the company Clear House Accountants for two weeks. The company is placed in Harrow. We were also staying in Harrow in the host family. It took 1 hour to get to work, so we had to get up early if we wanted to be there on time because of traffic. We went by underground or double-decker to get to work. At work we spent 8 hours every day - from 10 to 6 p. m. This company keep accounts for other companies. Working with invoices and database of clients were our main tasks there. We were in a small office with two people. Thao was working with me and Jinash was working with Julia. When we started every day, we checked emails and then re-wrote all bank transfers from clients to MS Word. Later we were working with invoices, scanning, archiving etc. before we went to lunch. We had one hour free time from 1 to 2 p. m.



### Accommodation

My host family had 4 members. All of them were girls. Ester was a mother to 3 girls. The youngest one was about 6 years old, the middle one was 12 and the oldest one was 22 years old. We were living with them for two weeks in Harrow. They had a small typical English house - small rooms with carpets everywhere. We had the whole floor for ourselves. I was in my host family with Julia and Jasmin. Ester set very strict rules in her house. I think that was great that she did this. I understand that it was her home and we had to respect her rules. We were living on the third floor and we had separate bathroom and toilet. Downstairs there was a small kitchen where we could only use microwave and fridge and toaster. Next to kitchen there was a dining room and living room. On the middle floor there were three bedrooms: one for Ester, one for the oldest girl and the third for two small girls. There was also their bathroom too. They had a small garden in the backyard. The family had a car. The house was placed next to a big shop Tesco and next to it there was the underground so that was great for us. It didn't take us long to get to work or to the town. There were many shops all around this area. I was surprised that there were so many different nationalities. The food in our family wasn't very good. British people aren't probably good cooks. We had dinner every day at 7 p. m. First day we had some Asian cooked meat with potatoes. The other days we had pasta or meat or whatever. For breakfast we could have cereals or toast with ham.



## Free time

On Saturday we went with our teachers to the centre of London. We saw Big Ben, the Tower, China Town, Trafalgar Square, Buckingham Palace, parks and many others. We also tried traditional fish and chips near the Tower of London. We were also in Westminster palace. I really enjoyed a weekend. The London is crowded but beautiful city. After that we had free time so we went shopping to Oxford Street. On Sunday we went to madam Tussaud's. That was definitely the best place in London for me. I enjoyed London very much and I would love to go back there.

## Conclusion

I had a very great stay in London with great people and I was very surprised how people in London are nice, helpful and charming despite all different nationalities. I really recommend this type of stay for everyone.

## **Natálie Vlasáková, 3.BV – Further Education College, Social Services**

### Work

I spent my work experience in a company called Active Care & Support, which is located in Wembley. It is a care agency that provides care of old and disabled people who are not able to take care of themselves. It also provides help for children with learning disabilities. Caregivers help clients with their daily tasks. The company consists of a few managers and dozens of carers.

My main tasks included working with documentation, dealing with clients by phone, evaluating questionnaires, etc. Tasks were given to me by my supervisor who was from Ghana and he was very kind and always ready to help me. All the other managers in the office were nice to me. The last day at work I even received a present. My working hours were from 9 a. m. to 5 p. m. In this company, I was able to compare how care service works in Great Britain and in our country and I think that this was really good experience. This internship helped me to improve my language skills. Work in this company was trouble-free. The only thing I did not like was the environment in which the company was located.

As far as travelling to work, it took about 30 minutes and only two bus changes. I was very happy because there are so many people in the subway, and it is tedious to



constantly avoid the crowds. I used the Oyster card that I received for the entire stay as part of the project. It was a huge advantage, because travelling across London is really expensive.

### Free time

After work, I visited various places in London with my friends. Of course shopping was one of our main activities and I also visited various restaurants. We had a programme with our teachers at the weekend. We visited the most famous London sights such as Big Ben, the Tower, London Eye, and well-known streets and squares. The most beautiful view was from London Eye and Sky Garden. Because I was on my internship during the pre-Christmas season, I was able to see the Christmas decoration in the streets. It was wonderful especially at Oxford Street. My classmates and I enjoyed a lot of fun.



### Accommodation

I lived with my friend in a small house in Wembley. My hosts were married couple and their twelve years old daughter. They were of Irish origin. Our room was absolutely beautiful, like a room for princesses. We had our own bathroom, which was absolutely great. The whole house was beautifully clean and there was a pleasant atmosphere. We had the advantage that our hosts did not give us convenience food for dinner, but prepared great meals - I felt as if I were in a restaurant all the time. She even prepared fresh smoothies for breakfast. Both were very nice and after dinner we spent time talking with them - either in front of the TV or with a glass of wine.

I think it was a great experience and I recommend everyone to participate.

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