

BOOK OF BUSINESS BOB



VITINN CRAB & SEAFOOD RESTAURANT SANDGERÐI ICELAND
BRYNHILDUR KRISTJÁNSDÓTTIR & STEFÁN SIGURÐSSON OWNERS



Book of Business – BoB



Content

About the Book of Business	page 2
Vitinn in Sandgerði – the Old Lighthouse	page 3
Vitinn Family - culture, locations & history	page 4
Small town Sandgerði	page 6
The Crab - our specialty	page 7
Training & caring and edutainment	page 14
Making Memories	page 17
Trip Advisor	page 18
Our product	page 19
How to sell, serve and be happy	page 20

Checklists

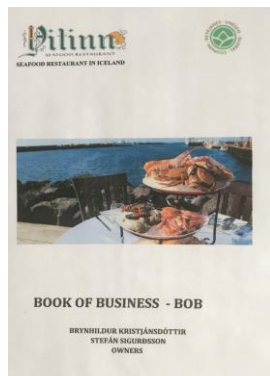
1. Breakfast preparations	page 23
2. Lunch and dinner preparation	page 24
3. Kitchen - working and preparations	page 25
4. Answering the phone	page 26
5. Cleaning	page 28
6. Extra cleaning	page 29
7. Opening	page 30
8. Closing the shop	page 31
9. Supervision	page 32
10. Working rules for Team member at Vitinn	page 33

Internship programs for Vitinn Iceland	page 36
Internship – Midterm interview	page 42
Certifications – demo	page 46
Working in international environment	page 47





Book of Business – BoB



About the Book of Business for Vitinn

This book is what we like to call the Book of Business or just BoB.

We have put in everything that we like you to know about our business at Vitinn.

Here you will find most of the stuff that you need to know to be able to take our guests on an unforgettable journey, so they can create different memories.

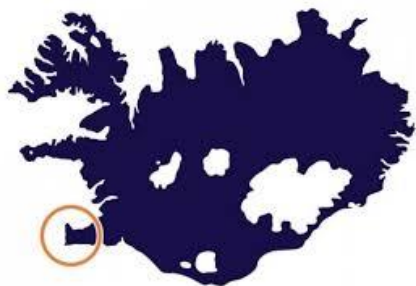
The book has all kinds of info about the family, the history inside the firm, the environment all around us, the nature and the old culture that we intend to treasure and keep.

This book should also tell you a bit about how we work here.

We like you to get to know this book and to make her your friend.

You should also get familiar with these websites and online sites so that you will be able to teach and educate others in your work:

Sandgerði – Iceland



www.vitinn.is

www.tripadvisor.com

www.visiticeland.com

www.visitreykjanespeninsula.com



Erasmus+

Project number: 2016-1-IS01-KA202-017090



Vitinn in Sandgerði – the Old Lighthouse



Before you start to read our BoB you should know that the name of our restaurant Vitinn – means the Lighthouse.

Our restaurant is place just below the pier, nearby the old lighthouse in our small town Sandgerði.

As you probably know the lighthouses has been used to lead the way and that's what we like to think we are doing. When you start to work with us, remember that that's also going to be your job.



The Vitinn Family - culture, locations & history

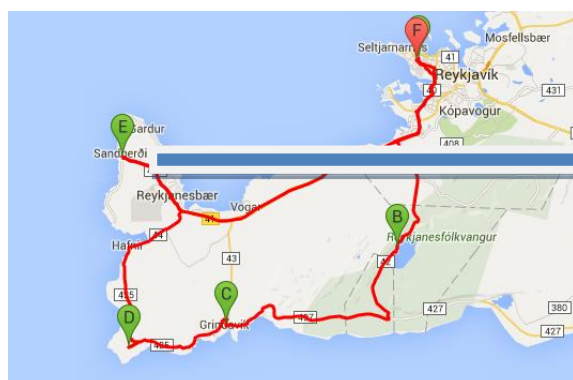


Family operated from 1982

The owners are Stefán Sigurðsson head chef of the restaurant and Brynhildur Kristjánsdóttir his wife is the manager. We have lived in this small villages for more than 40 years.

Here we raised our 3 kids, some still work and help at our place and now we are also working with our grand kids in our restaurant and the crab showroom.

The locations of our business



Keflavík Airport
Vitinn restaurant is
10 min away

This is Reykjanes peninsula



We are located in Unesco Reykjanes Geopark and we make Geo food



Book of Business – BoB



Over the years Vitinn has got some good acknowledgement and awards



Erasmus+ Project number: 2016-1-IS01-KA202-017090



Small town Sandgerði.

A fishing village on the Reykjanes peninsula www.visitreykjanes.is



The old farming and fishing history from our neighbourhood

Our mission is to preserve the culture of small fishing and farming villages in Iceland. To do so we have collected old souvenirs that are related to the culture and our lives here in Reykjanes peninsula. Over the past decades we have been developing crab festival for our guests and a crab and shellfish showroom.



The old lighthouse beside our restaurant



We are close to the pier

The Crab - our speciality



The Crabs feast



The Rock Crab is a newcomer in Iceland, said to have immigrate here with a container ship or - just smuggled itself in without any passport... Around the year 2000.

He can mainly be caught in Hvalfjörður in the west of Iceland. He is caught in traps and carefully transported alive to Vitinn where he gets a new design home in special tanks with fresh running seawater.



Crab hunters



The tanks

The crab and shellfish showroom



We have indoor showroom with a live crab and shellfish. Outside the restaurant we have a big showroom, with good information in 3 different languages, Icelandic, English and Japanese.



Trjónukrabbi | Great spider crab | グレートスパイダークラブ (カニ)



Hyas araneus

IS

Trjónukrabbin er með perulaga skjöld og getur hann orðið allt að 12 cm langur. Hann er yfirleitt brúnn eða grænn á litinn og skjöldur hans er oft þakinn hrúðurkórllum, þörungum og öðrum sætum sem hjálpa krabbanum að dyljast rándrimum. Trjónukrabbin finnst allt neðan fjöru og síður á 350 metra dýpi. Hann lifir á alls konar undirlagi og á bæði lögnum og straumsömum svæðum. Hann er útbreiddur í Norðaustur-Atlantshafi, við Ísland, Noreg, Bretlandseyjar og meðfram ströndum meginlands Evrópu. Krabbin er bragðgóður og er veiddur í Kanada og lítilliga í Evrópu. Hér á landi eru litlar veiðar stundaðar á trjónukrabba.

EN

The carapace is pear-shaped and can reach a length of 12 cm. The colour is usually brown or green and the body is often covered by barnacles, seaweed or other epibionts helping the crab to hide from predators. The great spider crab is found just below the tidal zone down to 350 meters depth. It lives on all kinds of substrates and in locations exposed to currents as well as in calm waters. It is widespread in the Northeast-Atlantic, including Iceland, Norway, the British Isles and the coasts of central Europe. The crab has a pleasant taste and is commercially fished in Canada and to some extent in Europe. Great spider crab fisheries in Iceland are small-scale.

JA

蟹は洋ナニ形で12cmにまで成長します。色は茶色や緑が一般的で、フジツボや海藻その他の寄生物がその甲羅を覆って捕食者から身を守るのを助けます。このカニは深さ350mほどまで潮間帯の下でみつけられます。生息環境は多岐にわたり、水の流れてさらされるところから穏やかなところでも生息しており、アイスランド、ノルウェー、ブリテン諸島といった大西洋の北東部やヨーロッパ中央部の海岸線に広がります。風味は豊か。主にカナダで捕獲されヨーロッパでの捕獲はそれほど多くありません。

Our best sellers the Crab feast



This is among our signature dishes

The crab feast – how to prepare, serve and enjoy



1. Water and homemade bread

Start by putting the chilled tap water on the table and our homemade bread and tell the guest's about the ingredients in the bread.

2. Offer, sell and serve drinks

Make sure that you know the wine /drink menu and what might go well with the feast.

3. The special Crab tools

If there is time before the soup is served, try to put the cutlery and the main tools for the Crab feast on the table like this:

- Small washing towel
- Tongs and pins for the crab
- Lemon squeezer

4. The main set up on the table for the feast

Put the main feast tool (a special rack) in the middle of the table, plate for each guest, small bowl with warm lemon water (for cleaning the fingers/hands while eating) and a special dish for the bones and stuff coming from the crab.

When this is ready, put the plastic aprons on which are needed by each guest just couple of minutes before the main feast is served.

5. Teach, tell & sell - See our Videos

Make sure that you explain everything while you are working/ setting the table, so the guest knows what he is going to expect.

Also bear in mind that this feast might be the highlight of the dining culture in Iceland – so give time for photographing.

Offer to take a picture

When the Crab feast is on the table, show them how to use the tools and how to enjoy the meal.

Tell them about the crab, how they are caught & cooked – and be proud of the fact the Vitinn is the only one serving this here in Iceland.

6. Clean and set the table before the finale

After dining the main feast, clean the table nicely for the dessert which is to be the closing of the dinner.

7. The dessert and maybe coffee or more wine

Make sure to offer more to drink, coffee or tea (usually no beverages nor tea or coffee is included in the main price)

8. Be a good host - asked, if this was great experience - care for the guests - make sure that you know - **you are working on line**



Best seller – Crab and shellfish soup





The Crab and shellfish (Taste of our best sellers)

The same preparation as for the main Crab feast except this:

- o No plates on the table (this will come from the kitchen)
- o No main rack in the middle of the table (for the crabs)
- o No dessert is included in the main price

Tell & teach

The same as with the Big Crab feast

Sell & offer drinks, coffee and dessert

You have the opportunity to sell both drinks and dessert



Colorful and fresh

How to get the most out of your shellfish plate at the unique Vitinn Restaurant:



Enjoying the plate in the order of flavor intensity

Easy – just approach the delicious shells from the mildest flavor to the stronger most distinct. Start with the raw clam (served like an oyster). Next – the mild Whelks. Then the Blue Mussels. Then the shrimps and the crab. And round it all off with the pickled Horse mussels.

How to get the most out of your crab



1. Start by breaking off the claws. Place the crab on its back and twist them off. Break each arm apart at the joints, crush lightly with the "crab cracker" at any of the ends. Put it to your mouth and schlurp the meat out of the shell. Finally break open the pincers with your fingers and pull apart. Schlurp and enjoy. (Use the "crab cracker" for the thick part.)



2. Then break off the legs with a twist. Break them apart at the joints (from the thick end), crush lightly open with the "crab cracker", each at the end, and schlurp the meat out of the leg.



3. Holding shell and placing thumbs under breastbone and tail, push/lift upwards until body breaks away from shell.

Enjoy the juices in the shell with a pinch of salt, a drop of lemon and perhaps a dash of Tabasco or pepper.

4. Discard the soft stomach and gills from the breastbone, break open the "bony" breast with both hands and use the slim crab fork to lure out most of the delicious meat.

+354 423 7755
info@vitinn.is
www.vitinn.is



VITATORG 7
245 SANDGERDI
ICELAND

Training & caring and edutainment



Training for our team member's

We try to select people who are interested in human relations, positive, tidy and flexible, to be a member of our team.

We know that it is difficult to get trained people, so we offer our team very fine training opportunities to build competence and professionalism.

These are the main training subjects:

- Personal and positive attitude and behaviour
- Dressing, appearance and dress code in the job
- Product knowledge's – our product
- Our history and images
- The nearest neighbourhood
- Working procedures
- Problem-solving
- Selling technique
- Giving and receiving information's
- The Icelandic way of being polite or impolite
- Different culture – how to behave?
- Cleaning, quality and securities
- Our security
- First aid help seminar



We do more than just create a seminar – we offer our staff member a professional training in many different area, like this:

- Opening and preparations
- Breakfast and lunch preparation's, serving and closing
- Dealing with customers, taking orders and selling
- Closing for sales and using recommendations site like Trip Advisor
- Starting to learn about the Vitinn concept - be able to explain and the stories behind the house and the farming & fishing collection in the restaurant as well as the crab projects
- Learning about the external environment like the Reykjanes Geopark and the surrounding
- Environmental policy
- Teaching and giving information's to the guest
- Ongoing professional training at all areas of Vitinn & entrepreneurship training
- Learning about entrepreneurship and business development
- Making different training videos and observations



Training video - Guideline

This is a project about using your ideas, knowledge's and thoughts to make short training videos, which we can show, to our team members who are working in our company. You are just going to use the phones to make these short videos. We like to think that showing short, interesting and fun videos is a good way to educate and to motivate our team.

We know that you have ideas, experience and thoughts about how we can have positive impact when training. **Guidelines for the project are like this:**

- You can do this in your working time or spare time, and its best to team up (2-3 together)
- The length of the videos cannot be more than 3 minutes
- The videos messages must be simple with voice text – like in the beginning you will have to state something like this:
 - " This video is about cleaning toilets" or this video is about "how to make a good impression "
- You must try to work with Vitinn guidelines which are
 - "Homely - friendly - unique atmosphere
- Think about the word "**fun**" try to make people who see this video smile....
- Make sure you introduce yourself and where you now

Professional preparations making the Video for Vitinn

1. The **Brand** - are you sure that the Vitinn brand is visible?
2. **The theme** - what is to be covered? Discuss this carefully - try to put you in the new trainee's shoes - what is most important for them to learn?

Write this down - at least the major points and create interesting sentences
3. **The script** - The stepping stones in the video - start with this and end with this. What need to be covered?
4. **The approach** - how will you go about this? start by discussing the approach
5. **The scenery** - do you have all you need? Are you in the right outfit - with the right tools?
6. **Roleplay** - who is going to do what? Who it the "storyteller "who is behind the camera?
7. **The humour** - fun but professional – use the concept of the place

V. Making Memories – How do we work here- working procedures?

You will have to understand that we are making memories for people. Sometime our guest has come long way to try out our food and atmosphere. Therefore, you will have to take a very good care of each of our guests. We sometime say that this takes the 3 P which stand for People, place and product.

• People

- Be always kind, friendly and helpful
- Don't be afraid to say I don't know but always make sure you will find out the answer - ask around and get back with the information
- The guests are the most important element for us, never argue with them and try to do the best for them
- If you make a mistake, apologize and fix it the best way you can

• Place

- Make sure that the guests always feel comfortable at the restaurant and try to seat them in their favourable place
- Make sure there is fresh air in the restaurant; table is clean and ready; some candles are lit and that there are good smells
- Make sure you can give some answers for guest's question about the history of restaurant and all things we have inside
- Choose nice, relaxing and appropriate music – **and not too loud**

• Product

- **The menu.** Make sure you know the Menu - and can give the correct information about each dish and the ingredients
- **The History.** We don't offer only food but also the story of the restaurant so makes sure you know the history of the place – and the living showroom see other pages in the book
- **The Tanks & the sea water**
Make sure you have the basic information about tanks outdoors, the sea hole, and the tanks inside





Who is really your boss?

75 % of all travellers use this website

You are working on line - in this type of work...

From Trip Advisor 2018

" Seaside dinner

We went to Vitinn on our last night in Iceland. The restaurant was not very busy so we were immediately seated and the staff was very attentive during our whole stay. The restaurant has a lovely decorated interior. We can highly recommend the Seafood Soup which comes with a hint of spiciness and is absolutely fantastic. "



Our product, the menu

- Fresh unfrozen fish. We try to sell fresh unfrozen fish from the area - straight from the fisherman
- Our bread is always homemade, and we do homemade ice-cream
- The crab and the shell fish - is very special (see other pages)
- Icelandic pancakes with whipped cream & homemade rhubarb jam from the area - an old Icelandic tradition
- We make most of the salt ourselves from the seawater
- We work with a very qualified diver for getting the fresh horse mussels

The History

- The farming story inside the restaurant - all the items (see photos)
- The fishing and working in the sea - all the items (see photos)
- Real stuffed fish in the ceiling - (made by Norwegian who lived here in Sandgerði)
- Icelandic family live - the homely atmosphere - the culture
- The history of Vitinn in tourist field - been here for more than 3 decades

The shellfish showroom, the tanks & the sea water

- Many years of cooperation's with the Icelandic university working closely with the researcher & biologist on the living and breeding of crabs and other shellfish
- The living crabs and fish are outside in the tanks with information's in 3 different languages, Icelandic, English and Japanese
- The clean Icelandic seawater - our own drilling hole who is 50 meters deep and the pump in on 42 meters
- The living cabs inside, in the specially made tanks with running fresh seawater



How to sell, serve and be happy

See our Videos

Everything is easier when you have smile on your face.....



- Greet guests with smile and welcome them loud enough - make sure that they have understood that you have noticed them
- Give them a table, if possible- let them make the choice...
- Give the menu to the guests, and tell about the specialty (dining & drinking)
- Bring water & bread - always mention that the bread is homemade with olives and paprika
- Gently help guests with decision - recommend crab feast or some of our fish. By Gently we mean this:
 - Find out about guest preferences (cost, is he in a hurry - has he been here before - where did you find us ...? Any allergies??)
- Take the order for food and drinks, recommend white or red wine & Icelandic beer and be flexible
 - If table take starters make sure to tell the chef when the table is ready for the main course.
- Give the order to chef and prepare all drinks before the meal is ready to serve - make sure that they always have cold water on the table

- During eating: Ask if they like to keep the bread dish during dining and **wait to take the plates until everybody is finished**
- **After 2 - 3 minutes ask the guest if everything is all right** and if it is, let them finish the meal, if not, solve the problem by yourself or call the manager or chef (see another page in BoB)
- When guest finish the meal, always ask if everything was all right and they enjoyed the meal... if they are very happy gently tell them about Trip Advisor
- Take all dirty plates and cutlery away, offer dessert and coffee or tea or maybe some other product we have like telling the story of Vitinn inside & tanks & crabs



From the indoor shellfish tanks



If the guest is not happy in our care.....

What can I do?

- Did you check the table? after 2 - 3 min?
- Ask what is wrong - be very polite - apologise and try to make things right - and you can
 - Can I offer you something else?
 - Dessert - coffee - glass of wine?
 - If this is solving the problem
 - Ask the person who is in charges
 - Sometimes you need to ask them to come to the desk

Remember that the customer is our biggest value and we do not like him to leave unhappy



Book of Business – BoB



Teacher Training

1. Checklist Breakfast preparations

If breakfast is booked – make sure that the WC has been clean the night before

To make your work easier you shall prepare some things for breakfast day before:

- Clean tablecloths
- Plates - deep and flat,
- Teaspoons and soup spoons
- Cereals
- Toaster
- Cups and glasses
- Tea box
- Juice glasses
- Sugar
- Butter
- Jam and marmalade

Don't forget to set up tables with fork, knife and napkins

In the morning before breakfast prepare:

- Coffee
- Boiling water for teapots
- Milk for coffee and milk for cereals
- Apple and orange juice
- Water
- Strawberry and caramel yogurt
- Toast bread and small buns & Sweet rolls
- Help the chef to set the food to the buffet.
- Put forks or spoons into bowls or on plates with food.
- Do double check to make sure that everything is prepared and ready for guests.
- Please make sure to take all used plates right away
- When taking off the table clothes, dust off cereals and then refold them before washing
- After breakfast clean all area.



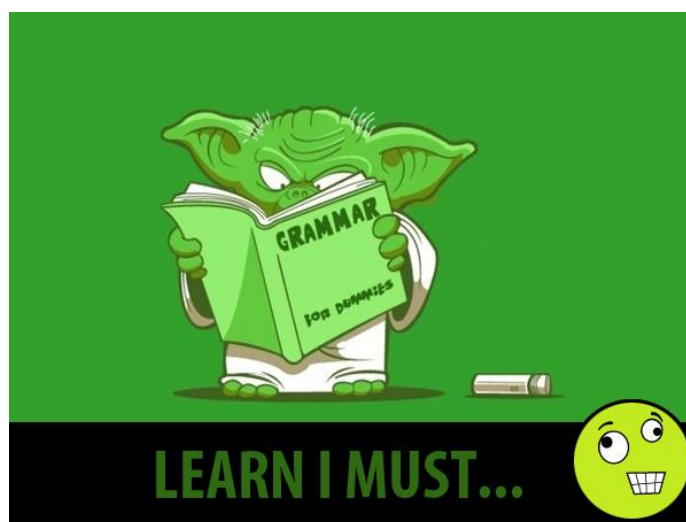
Erasmus+

Project number: 2016-1-IS01-KA202-017090



2. Checklist Lunch & dinner preparations

- The face of the place
 - Make sure that the place looks it best
 - (The main area, the bar, the wc and the out & indoor)
 - The door to the kitchen
 - Check the info area - is everything ok?
- Ask the chef – what is the speciality of the day - be sure to know this before you meet the guests
- Set up the table with butter plate, small knife, fork, knife, soup spoon, water glass and napkin
- Make sure there is salt, pepper, toothpicks, oil and candle on every table
- Set up with dessert cutlery only if guest orders some dessert
- Always light all big candles and the candle on the bar, candles on tables only if it is cold and dark outside in the winter time



3. Checklist Kitchen - working and preparations



- Make sure that dishwasher has been turned on in the kitchen
- Daily clean all equipment - around the area - and under the tables
- Make sure the door into the restaurant is clean
- Sort the rubbish - and clean the bins after you have empty it
 - Food left over put into special bin
 - Any liquid is put in to sink - NOT into the bin
 - NOTE we pay for all kg of the rubbish we throw out
 - Hot water is expensive - we pay for each litre
- Keep the trolley clean at all the time -
- Clean all dishes with the sponge before you put it into the dishwasher
- Help chef to clean all pots, pans and other dishes
- Clean the floor when needed but always in the end of day
- Clean the dishwashing area when needed but always in the end of day
- Empty and clean washing machine after last use
- Make sure it is turned off when you finish your work

NOTE

If the kitchen rules are not followed - we can easily lose our licence

4. Checklist - Answering the phone



„The face of the place,,

- Please try to answer a.s.a.p. – don't let the phone ring out if possible
- Guest in the restaurant is always priority
- Make sure that the message is clear, take date and time, and phone number or ask them, if possible, to send us an email which is info@vitinn.is and the owner will contact the client - asap.

This is how we answer the phone:

„ Vitinn – good morning or good afternoon – and then your say your name „ This is Binna talking

Think about this:

- The tone of the voice
- Self-confidence
- Positive – joyful
- Try to read the guest needs – that is possible

„No phones at work please”



We are taking care of our guest, helping them to create memories

5. Checklist Cleaning



See our Videos

Daily cleaning

- Make sure there is fresh air in the restaurant - you can open the door for a while
- Look after and clean bathrooms at least twice a day (after lunch and after dinner)
- Make sure that the tables are clean
- Keep cleaning the bar all day
- Clean the floor, chairs, tables
- Clean the kitchen and surrounding
- Make sure that the environment outdoor looks nice and clean

Weekly cleaning

- (at least once per week and if needed)
- Refill salt, pepper and toothpicks, keep it clean
- Clean the buffet tables
- Clean the dust on windows
- Clean the indoor tanks
- Clean the door of fridge at the bar
- Clean dust everywhere - shelves, piano, indoor tanks, the bar (include the shelf under the sink!)
- Water all flowers indoor and outdoor

Monthly cleaning

- Clean all water bottles
- Clean all bins under the bar from outside and inside



6. Checklist Extra cleaning

Every day

- Clean WC for guests and staff, incl. floor, fill up paper and towels
- Clean the glass on tanks every day and use magnet to clean tanks inside
- Keep coffee pots clean after every use
- Clean floor in the restaurant
- Clean and polish fridge door and the kitchen door also, it is face of the place
- Clean ashtrays outside, keep chairs and tables in order and pick take up thrash
- Keep clean both sinks in the kitchen and at the bar
- Keep clean under sinks
- Water plants outside

Extra cleaning

Monday

- WC extra (pipes, walls etc.)
- Clean menus outside and inside

Tuesday

- Clean chairs and seats

Wednesday

- Clean shelves at the bar, drawers and bar desk
- Clean the buffet inside, outside and shelf and glass

Thursday

- Water flowers inside and clean the flower lights
- During summer time water outside flowers every day
- Keep the front door clean
- Wipe the dust on bars (lišta) above the floor and on the wall and bar

Friday

- Clean pictures and windows in the restaurant
- Clean and refill everything on tables like salt and pepper and table oil
- If you see something which needs to be done, you do it.



7. Checklist Opening

Opening

- Be at work at least 5 minutes before your shift starts
- If the weather is nice, not too windy, put the Icelandic flag up
- Check all tables if they are all set up and nothing is missing
- Check the bathrooms if they are clean
- Turn on the lights in indoor tanks, on the bar and in the fridge for drinks
- Clean chairs and floor
- Make sure you have enough bread and garlic butter
- Ask chef for daily specials
- Light all candles
- At 11.30 am turn on the opening sign to "OPEN"
-



Early morning at Garðskagaviti – one of the nearby lighthouses

8. Checklist Closing the shop....

Closing

- At 9 pm turn down the opening sign to "CLOSED" and take the flag down
- Blow off all candles
- Make sure the kitchen is clean and dishwasher is turned off after last use
- Clean the toilets, refill with paper and hand towels
- Pack the bread
- Clean the coffee machine - from inside and outside
- Refill the bar fridge, refill wine
- Clean outdoor - the bin and smoking area
- Take all the garbage out
- Make sure that all windows and doors are closed and turn off the lights



- Take all dirty napkins and towels to wash
- Put the security system on
- Lock the door





9. Checklist Supervision

Knowing Book of Business – BoB and the videos

Knowing the business of Vitinn - and know the clients

1. Personal skills

- Know your self - strength & weakness
- Think about the ethic
- Be a role model - what is your thoughts - reaction?
- Timing, attitude, cleanness, dressing, behaviour, talk & small talk

2. Professional skills

- Know the business - inside- out
- Know the marketing stuff and the power of the net & people
- Know BoB - be able to use it
- Know the training material
- Use management skills like; listening, appraisal, constructive criticism, motivations, positive discussion
- Know what to do if things are not going well enough

3. Technical skills

- Be prepared - know what you might be dealing with
- Who are the persons you are training - working with
- Have your own favourite stuff - like some webpages, brochures, film - video - other
- Make sure to let people DO things - usually they learn better by doing instead of listening
- Train yourself - "Be in front of the group - what are you going to say?"

10. Checklist Working rules for Team member at Vitinn

- You must make sure that all personal hygiene is taken care of
- You need to be ready to work when your shift starts
- Please write your working hours on our timesheets (see separately)
- Using of mobile phone or other equipment is not permitted at work
- All kind of perfume is prohibited at work
- Team members are to clean the staff area and keep their personal belongings in the small safes
- We talk English & Icelandic at work
- **We care first for the guests and you are not allowed to be seen in a private chat like at bar or anywhere else where guest can see you.**
- Dirty working clothes are to be put away in a specific place (to be shown)
- We urge you to ask questions and learn about the place, culture and nature – so you will be able to answer the customers when they ask.



Lighthouse in the neighborhood



Icelandic nature



This is our pier and the view couple of steps from our restaurant



Yet another lighthouse in our neighborhood

Please read & use BoB

Our BoB is on line and in printed version and we are proud of our work.



- You will have to have knowledges of all our selling product – we will make sure you get the training seminars.
- Using of any kind of drugs or smoking is strictly prohibited
- Our philosophy is simple – think positively
- Emergency - a special plan

Emergency phones

Binna & Stebbi tel 772 7755 & 772 7780

SOS 112



Internship programs for Vitinn Iceland

Pilot project for Erasmus plus K1 & K 2

Vitinn is currently working on a training project with several schools and Universities in Europe through a VET training company Skref fyrir skref ehf in Iceland. Skref fyrir skref is currently developing a VET training program called BoB or the sustainable Book of Business. (See other information's)

This is a part of preparation's project in Erasmus plus training concept both for K1 & K 2 to develop a sustainable training project for Tourism.

The main reason for Vitinn cooperation's is to increase quality, sustainability and professionalism around hospitality in Iceland.

Second reason for this cooperation's is that having students for internship means that Vitinn is having people at it place who are professionally interested in working in the hospitality field, they are positive and willing to learn.

Another reason for Vitinn to participate in this project is that over 90 % of all visitor & guest in Vitinn are foreigners and they come to Vitinn with huge expectations for learning and having an unforgettable stay.

This means that the people they meet at Vitinn have to speak at least English and some other European languages as well as they have to be able to teach and tell.

The interns have usually been in hospitality schools in Europe and had some theory and teaching as well as some experience in real work in their interest areas. Sometimes they have gone abroad for another internship, so they might have some experience in working away from home.

The training project they are participating at Vitinn is supposed to give them real working experience in different countries in different languages.

This is quite difficult tasks and needs a lot of preparation's before taking on the role of internship as well as during the stay in Iceland / Sandgerði / Vitinn.

Vitinn has developed a internship project in collaboration with several schools and training companies in order to give as good and professional training as possible and at the same time trying to ensure their welfare and wellness.

Beside the formal training and supervision during the internship, the students have several interviews, formal professional seminars with Skref fyrir skref and they undertake some midterm evaluations as well as closing evaluations before going back home.



The main structure of the training project for the internship

Intern training for hospitality - training program in Vitinn Iceland

Formal training is approximately 35 hours per week

Usually internship last for 4 - 12 weeks.

The main objective for the internships is to:

- ✚ Building professional knowledges and strengthening key competence in Vet by providing new exciting learning opportunities in different culture
- ✚ Promoting work-based learning, with special attention to apprenticeship-type training as well as stimulating innovation and entrepreneurship
- ✚ Enhance the international dimension of education and training
- ✚ Enhanced employability and improved career prospects; foster quality improvements, innovation excellence
- ✚ Learning about different culture and situations in each country and improved foreign language competences & networking for the future
- ✚ Strengthen social skills, self -empowerment, as well as numeracy and literacy skills

The preparations for coming to Iceland usually take about 4 - 6 weeks and is done through each school in cooperation with some teachers and trainers.

Before the internship starts both partners sign agreement document to make sure that every partner understand their obligations and their learning agreements.

The internship providers undergo multitasks training before taking over the rules of internships. The preparations is partly following:

- ✚ Improving personal and professional competences, linked to their professional profiles (teaching, training, youth work, etc.);
- ✚ Training in management and teaching
- ✚ Entrepreneur thinking
- ✚ Explaining & understanding of practices, policies and systems in VET education
- ✚ Helping with creations & definitions of their establishment as a learning & training facility like making the BoB and defining different working procedures
- ✚ Training and understanding different culture & languages
- ✚ Discussion and preparation in safety and security matters

Each week in the internships is professionally structured with different task & goals.

And there is weekly progress meeting with the trainers & owner.

During the training period the interns have the opportunities to visit and learn something outside the training area like this trip:

- ❖ Sandgerði as a small town with all its possibilities
- ❖ Keflavik area with different museum & art and culture
- ❖ Reykjanes peninsula & Reykjanes Geopark with all it features
- ❖ The Golden Circle & the Southern areas of Iceland
- ❖ Reykjavik and its surrounding & whale watching



The professional content of the internships

1.Week of training

The main task is to:

- Settle in and structure the live & learning in Iceland & getting to know the trainers and other at the work place
- Get to know Icelandic culture
- The Icelandic languages
- The surrounding in Sandgerði
- The working surrounding
 - The main area, work & safety
 - The working procedure
 - The clothing- outfit & and fitting
 - The selling items in Vitinn
- The Vitinn Book of Business (Húsbókin)

After the first week the intern will:

- ✓ Know & understand the environment both the small town and at Vitinn
- ✓ Feeling comfortable and save
- ✓ Know what is going to be there task for the next week and understand the images of Vitinn
- ✓ Understand few Icelandic worlds, food, humor and culture



2.Week of training

Job shadowing & observing

- Getting to know Vitinn - what is what - The Vitinn concept
 - The working area
 - The billing and the money areas
 - The restaurant setting
 - The Kitchen functions
 - Preparations
 - Helping assistance
 - Cleaning
- Learning about the main selling items in Vitinn
- Learning about the crab project and the fresh Icelandic water, the drill hole and the outdoor aquarium
- Getting to know the working procedures in the House book as well as trying out some of the task



Book of Business – BoB



After the second week the intern will:

- ✓ Have an overview of most of the main working areas in Vitinn
- ✓ Have an overview of Vitinn specialty like the Crab project
- ✓ Feeling comfortable and save at work
- ✓ Be familiar with the House book – the Book of Business BoB
- ✓ Understand few more Icelandic worlds, food, humor and culture

3.Week of internship

Job shadowing and trying out some task

Working in the kitchen
Preparations & dish setting and baking
Cold kitchen and preparations
Restaurant setting - opening procedures
Selling and guest receiving
Menu knowledge's
Tasting and exploring - explaining and describing

After the third week the intern will:

- ✓ Understand the multiple kitchen work
- ✓ Know the restaurant images and have a sense of the importance of right guest receiving
- ✓ Be able the read and explain the main menu of Vitinn and how its composed
- ✓ Cleaning and closing issues



4.Week of internship

Working under supervision

- Opening and closing preparations
- Breakfast and lunch preparation's, serving and closing
- Dealing with customers, taking orders and selling
- Closing for sales and using recommendations site like Trip Advisor
- Starting to learn about the Vitinn concept - be able to explain and the stories behind the house and the farming & fishing collection in the restaurant as well as the crab projects
- Learning about the external environment like the Reykjanes Geopark and the surrounding
- Taking the midterm interview





After the fourth week the intern will:

- ✓ Be able to prepare for serving breakfast and lunch
- ✓ Understanding the importance of good service and the power of the customer for future guests
- ✓ Have a usable knowledge about the Vitinn concept, the farmers and the fishing history
- ✓ Be able to give some short information's about the area
- ✓ Have got some knowledges about personal & professional progress

5. Week of internship

Working under supervision

- Daily operations at Vitinn
- Opening & closing
- Cleaning & sustainability
- Environmental policy
- Teaching and giving information's to the guest

After the fifth week the intern will:

- ✓ Have an overview of most of the working areas of Vitinn
- ✓ Have some good knowledges of all the selling items at Vitinn
- ✓ Know the sustainability thought and the environmental policy
- ✓ Been trained in giving information's to guest



6- 12. Week of internship

Ongoing professional training at all areas of Vitinn & entrepreneurship training

- Learning about entrepreneurship and business development
- Starting to give feedback and being innovative at work
- Making different training videos and observations
 - Writing manuscript
 - Defining goals and training
 - Getting all the details in the video
 - like images and guest receiving
 - clothing, humors, Icelandic culture
- Teach and train and practice in all fields

After the last weeks the intern will:

- ✓ Have profound knowledges about professional work at Vitinn
- ✓ Have strengthen their key competence in hospitality areas
- ✓ Have strong sense of their personal working ability
- ✓ Have stronger personal self-esteem & confidence
- ✓ Can give learning and professional instructions both to other students as well as guests
- ✓ Have some understanding of entrepreneurship, the opportunities and duties by building up and maintain some good solid companies as well as being innovative
- ✓ Have woven fine network for future work and possibilities
- ✓ Understand Iceland, the nature, cultures and its inhabitants



Students at Vitinn restaurant in Erasmus project 2016

Internship – Midterm interview

The main goal of the interview

The main goal is to have a quality and professional time with the intern to make sure that the internship is going in the right direction and both parties (the intern and the trainer) are achieving the set goals. The final interview in the end of the internship stay is build a lot upon this interview so this is important to invest in this performance. The interview is part of the training and it's important that the trainer/ the interviewer is well prepared for taking the interview and giving the right coaching as promised. The interview is supposed to be a quality time, in nice, relaxed, private surrounding. You might estimate about 40 – 60 min for each person.

Trainer's preparation for the interview.

The trainer must make sure that he has the proper knowledge/information about the intern performance during the stay until now. Both information's about what's going well and what's need to strengthen or specially focused on. You need to know if there is something extra that needed to be addressed at this time. This might both be related to the personal behavior as well as work related matters. The vision to be kept in mind is that in our program we do not only share we also care. This means that we think positively, act carefully and we are polite. The best way to start the interview is to start by something positive like what has been going well and its fine if you have something to appraise. Remember that this is also a two-way interview, the intern should give you some feedback and it's up to you to make sure that he feels that you welcome his view. You must encourage him to talk and ask questions. The overall meaning of the interview is to improve the stay and the work for both partners. If something needs to be improved or changed, you must make sure that you are discussing this topic, finding a way to strengthen or changes that. In the interview you will set some common coals for this and discuss different ways to improvement. If you think this is going to be a difficult interview, just make sure you have all the right information's, based on fact not on intuition or feeling.



For your preparations it's good to have this subject in mind before the interviews.

- Timing and work hours
- Cooperation's – working with others
- Personal attitude
- Personal hygiene
- Initiative
- Willingness to learn
- Housing & housekeeping
- Sharing & living with others
- Culture & educations

In the end of the interview it's important that both parties leave with positive feelings. If, difficult matter is reveled during the interview, it's important that there are a clear pathway to work on this and both parties have agreed upon some solution.

The intern's preparation for the interview

This questions / info is what you as an Intern get before the interview with your trainer, so you can be prepared for your time with your trainer.

The interview is supposed to be a private quality time with your trainer.

You are to be honest about the internship.

The main goal is to make sure that this internship is going in positive direction.

You are going to be talking about both your personal as well as you professional performance.

It is also important that you are ready and able to give your trainer meaningful feedback.

Just keep in mind that to improve and learn we all have to be positive, polite and caring.

This interview is your private matter and should be thought of as a way to improve your performance and to strengthen your internship.



Personal performance

Main issues	Very good	Good	Fair	Bad
Politeness				
Responsibility				
Cooperation				
Trust				
Timing				
Personal performance				
Personal hygiene				
Housing and cleaning				

Hospitality skills

Main issues	Very good	Good	Fair	Bad
Selling				
Cleaning				
Organizing				
Guest receiving				
Languages skills (En)				
Social skills				
Technical skills – internet ect				
Learning – culture – nature				
Kitchen help – cleaning				
Kitchen cooking				
Problem-solving				
Independency				



HOSPIS Training areas

What kind of training have I had and what need to be trained?

Main training areas	Trained	Need to train –when?
Concept of the place		
Icelandic culture		
Safety issues		
Guest hosting		
Cleaning		
Washing		
The neighborhood		
Selling		
Phone & net issues		
Giving – receiving info		
Cooking – menus		
Breakfast – setting		
Problem solving		
Marketing		
Wine & liqueur knowledge		
Closing procedures		

Other matter that are been trained in or need to work on?

Date of the interview

Intern

Manager/ trainer



Book of Business – BoB



DEMO

Certification of Internship

It is hereby confirmed that this person has completed an Internship
program at Vitinn Restaurant in Iceland

Date & Year

Total weeks of training

Brynhildur Kristjánsdóttir manager

Vitinn restaurant Iceland



Erasmus+

Project number: 2016-1-IS01-KA202-017090



When we started to work with foreign students we decided to let our guest know about this and we wrote some polite information

Að starfa í alþjóðlegu umhverfi

Til þín kærri gestur

Meirihluti okkar viðskiptavina eru erlendir gestir og þeir gera miklar kröfur til gæða og upplýsingamála, sérstaklega öllu því sem tengist mat, menningu og sögu okkar samfélags.

Við viljum gera vel og hjálfa okkar starfsmenn þannig að þeir geti veitt sem mesta og besta þjónustu.

Við erum að vinna að ýmsum gæða & hjálfunar & nýsköpunarmálum þar sem við erum að leita leiða til þess að geta veitt framúrskarandi þjónustu um leið og við höldum sérstöðu okkar sem litill fjölsskyldurekinn sjávaréttastaður á landsbyggðinni.

Meðal annars erum þátttakendur í ýmsum þróunarverkefnum sem tengjast m.a. Evrópuverkefnum innan Erasmus plus.

Við erum í góðu samstarfi við ýmsa fagskóla í Evrópu, þar sem við erum að læra sjálf og tökum líka að okkur að hjálfa og leiðbeina öðrum, hvort sem þeir eru íslenskir eða erlendir.

Þetta þýðir að hér tala ekki allir íslensku - vinsamlega sýndu okkur skilning

Working in international environment

Dear customer

We are delighted to have you here and our aim is to give you as good experience as possible. We strive for quality and service and we are trying to train our people as well as possible.

We are working on different training projects with people from all over the world. Beside giving a good service, we tell our people about the history around Vitinn as a family run restaurant. We tell them about our custom, as well as we teach them all about our famous and unique crab project.

This we do to try to ensure that your visit here is going to be memorable, fun and pleasant. Please bear in mind that not everybody has received full training but we all strive for the best.

Have a pleasant stay here with us in Vitinn

Vitinn Sandgerði

Til gesta