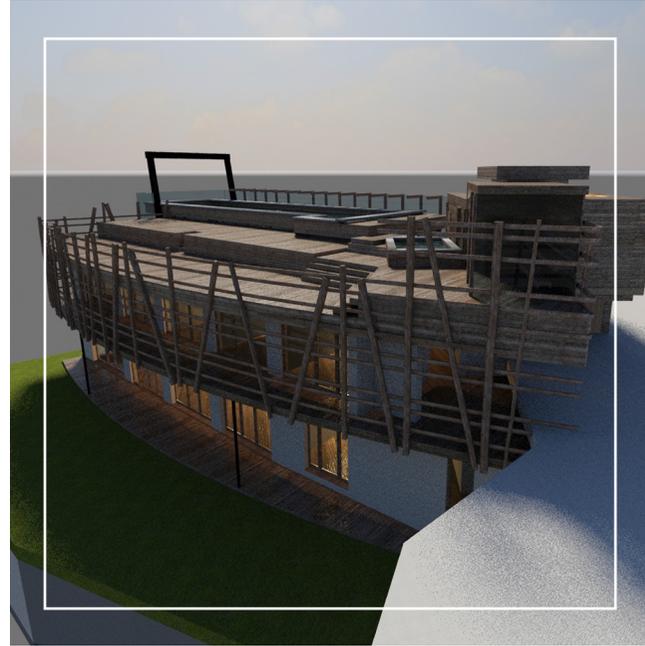
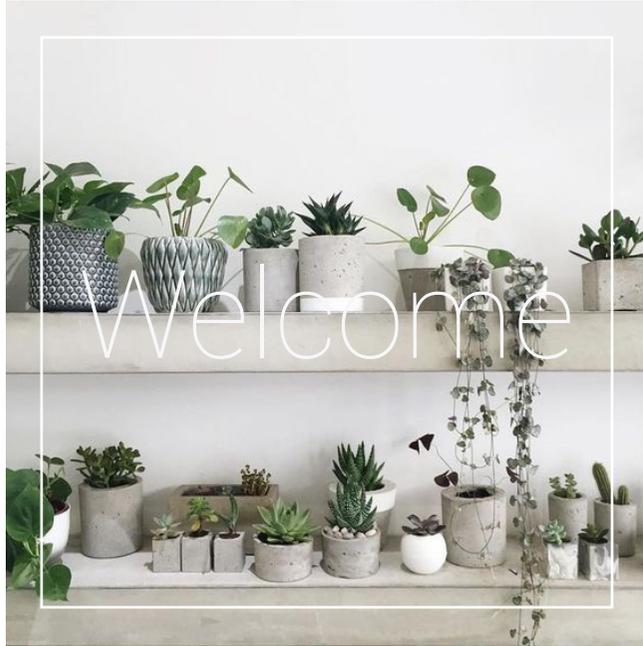


*Sandra Wiersma*

# INTERNSHIP REPORT



# Preface

Hello my name is Sandra Wiersma, I follow the study Interior Design at Cibap in Zwolle. This is my third year. The internship I do is a part of my study which I need to do to go on to the final year.

I am going to Interior Design in Italy. I am looking forward to this time and hope that I will learn a lot from it!

This report is about my experiences at the company and also what I have learned during this time.

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*The company*

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**id**  
INTERIOR DESIGN > HOTEL CONTRACTING  
GMBH/SRL

The company where I did my internship is Interior Design. It is located in Bolzano in Italy. It is a company which is specialized in making or changing hotels. It consults and escorts from the idea to all the areas of the commercial Interior Design.

They are making plans for hotel rooms, restaurants, lounge rooms, lobby 's, and everything else you can find in a hotel. But they can also make the construction for the building itself. If you want to change the rooms they can make a render. That can be in a 360 render, that is a render where it looks like you are standing in the room. You can look around in the whole area. The second option is a picture where you just have one view.

The company works also a lot with fabrics. To create more possibilities for the client they have

an atelier. In the atelier they make the curtains, pillows and fabricate a chair or a couch for example.

It is a family business. They started in the year 1994, and since then it is specializing to offer complete solutions, from the floor to the curtain, and mainly for the Hotel Industry. They started the company with the three of them. Kuno and Barbara Widmann are the bosses. Kuno is my internship supervisor. His part in the company is talking with clients, but also taking care if everything goes well when a hotel needs to be new-built. Barbara is busier with the textiles and materials. She also talks to clients and makes plans for them. She is more focussing on the design of the hotel. Their mother Marlene is still working in the company. She helps when she can in the atelier, but she has also her own clients. In the course of the years they expand

their company with Patricia, she is working at the atelier. She makes the curtains and takes care of the textiles. Then you have Patrick, he is doing the administration of the company. He picks up the phone and contacts suppliers. And then there is Stefano, he is drawing everything on the computer. He makes technical plans, renders and helps us if we have a question about the programs.

I am here with two other interns. I am working together with Floor, she is also from the Netherlands and she is also at the same school as me. And together with Christina, she is studying the same education as me. But she is coming from Germany. First we were with four interns but Daphne left after 10 weeks.



# Introduction

My expectations of the company were good. I heard from Kimberly and Centaine a lot of stories. I did not really have a job interview. Normally you go to company, but in this situation is it a bit hard to go on a job interview when the company is 1000 km away. But we have send a lot of mails. So I knew that I was going to work at the office. And I got a job description what I could do. So I was prepared on what the type of work I was going to do.

Before I applied to the company I did a lot of research about the company. The way they work, what is their style, the activities etc... But I also knew that there were a lot of new things which I needed to discover and of course to learn.

I knew that I was going to learn new programs. That was really good for me, because now I am getting more knowledge about different programs they use.

But it were not only expectations for the company, also for the new area where I was going to live the next five months. This was the first time that I was moving out the house. I lived till that moment with my parents. So that was very new for me. I had to cook for myself, do my own laundry, live with other people in a house who are not your family and do not speak my language. Before I went here I was a bit scared of moving on my own because here were a lot of new things.

I also knew that I was going to continue learning. Because there were a lot of things were I didn't had experiences with. I didn't know much about the hotel contracting.

But most of all I expect that this is going to be a beautiful adventure to be in another country for a couple of months!

# Learning goals

- I want to be confident when I am in a conversation with a client. And also when I need to do a presentation.
- I want to get more knowledge about the programs which they are using at the company. The programs are AutoCAD, PaletteCAD, 3DSMax and Revit.
- I want to learn to speak better English and also know the basic of Italian.
- I want to know more about the shapes and rules for an hotel room.
- I want to get more knowledge about new technics and new materials.



SPECIFIC:

I want to be confident when I am in a conversation with a client. And also when I need to do a presentation.

MEASURABLE:

I will do that to pay attention to how others talk to clients and learn from them. But most of all a lot of practice is necessary to achieve the learning goal.

ACCEPTABLE:

I will ask for feedback and for tips.

REALISTIC:

Every time it goes a little bit better, because I will learn a lot during the period I am doing the internship.

TIME – BOUND:

The internship is 20 weeks. I hope to succeed it in this period.

This was for me the hardest learning goal. I still think I need to learn a lot about doing a presentation. So I will keep this learning goal for the next internship. And I hope I will succeed it than. When I go to school again I can also do more practise.

Talking to clients was a bit hard to practise because the client prefers to speak in German or in Italian. So I could not practice this a lot.

2.

SPECIFIC:

I want to get more knowledge about the programs which they are using at the company. The programs are AutoCAD, Palette CAD, 3DSMax and Revit.

MEASURABLE:

I will do that by practising a lot, ask for help and to watch YouTube tutorials.

ACCEPTABLE:

It is possible to do it.

REALISTIC:

Every time it goes a little bit better, because I will learn a lot during the period I am doing the internship.

TIME – BOUND:

The internship is 20 weeks. I hope to succeed it in this period.

Before I came here the only program I knew to make plans in was Sketch Up. That is the program we always used on school. Now I can also draw in Palette Cad and AutoCAD. Now I prefer to work in this programs instead of Sketch up. So I think that is a good thing. Because at the beginning it was a bit hard, especially because the programs where written in German.

For 3DSMax and Revit there is still a lot to learn for me. I am able to build a house in the program, but there is still so much to learn especially in 3DSMax. That program is so extended and has so many possibilities with all kind of things. But therefore I did not have enough time to learn all of it.

3.

SPECIFIC:

I want to learn to speak better English and also know the basic of Italian.

MEASURABLE:

I will do that through speaking a lot of English. And follow an Italian course to get better in Italian.

ACCEPTABLE:

I think it is possible to do it by practising a lot.

REALISTIC:

Every time it goes a little bit better, because I will learn a lot during the period I am doing the internship.

TIME – BOUND:

The internship is 20 weeks. I hope to succeed it in this period.

Practising a lot with speaking the English language did help me to get better in it. It really helped me that I needed to speak English because otherwise they would not understand me. So I really made a step forward.

I also made the course of Italian lessons. In that course I learned a lot. And got a certification for it on the level of A1.

4.

SPECIFIC:

I want to know more about the shapes and rules for an hotel room.

MEASURABLE:

I will do that by making a lot of floorplans.

ACCEPTABLE:

I think it possible to know this.

REALISTIC:

Every time it goes a little bit better, because I will learn a lot during the period I am doing the internship.

TIME – BOUND:

The internship is 20 weeks. I hope to succeed it in this period.

We asked a lot in the first weeks about the shapes and rules for an hotel room. We needed to have that knowledge to make new plans. Every time we needed to think of a new option of a hotel room this was really handy to know!

5.

SPECIFIC:

I want to get more knowledge about new technics and new materials.

MEASURABLE:

I will do that through much research.

ACCEPTABLE:

When it is possible I will do a lot of research at the internet or in books, and to ask the people in the company. I also will learn a lot things during a project with a material plan.

REALISTIC:

Every time it goes a little bit better, because I will learn a lot during the period I am doing the internship.

TIME – BOUND:

The internship is 20 weeks. I hope to succeed it in this period.

I have learned a lot about new materials. They have here different brands, that also means that there are different textiles, different patterns and different possibilities. Because I am in another country they have a different style that we have in the Netherlands. They use a lot of wood, and also much patterns like a square pattern.

We also have been to a trade fair with textiles. I thought that was really interesting. Now I could see the new things which are invented and also a lot of new trends. And it is always good to keep up to date! We have talked to a lot of companies which are specialized in the textiles. So I could expand my knowledge.

# Assignments

*There are two projects which were big projects for me during this internship period. First I would like to tell about Hotel Erica and later about Hotel Fanes.*

Hotel Erica was one of my first projects. I needed to make a new hotel room. And I want to show you the process how they usually work at the company.

At first Barbara has a conversation with the client from Hotel Erica about what they want to have in the room. They talk about what kind of colours they like, what kind of style they want to have in room and so on.

When I started with the project we always begin with a floorplan on AutoCAD. In that program we start to think that how can divide the furniture's on the best way. When I started the project, the floorplan was already made. We always try to take care when you lay in your bed, you can see through the window. And the closets are never in 'the living area' of the hotel room. When it is possible we always try to keep them in the hall of the room. And that 's also how you see it here in this plan.

After we made this in AutoCAD there is again a conversation with the client. Unfortunately I

was not a there, that was because of the language. But the client agreed with this floorplan and he liked it.

Making this kind of plans on AutoCAD it was very use full to me to know the right sizes of the furniture's. It was very help full because than you knew what would fit in or not. There was also a library which Stefano made. There was the standard furniture which you could put in your plan. That was handy because than you could easily see if it fits. It also helped me to get more knowledge about AutoCAD. It is a very different program than Sketch- up, so to practise on this way made it really much more interesting to make floorplans!

After the conversation with the client we could start to think about which materials and colours we would want to use in the hotel room. It also needs to be in the style of the hotel.

And then there was my part of the plan. Together with Barbara we went to the showroom. There we can find all kind of materials. She already had some things in her head because she spoke to the client.

We choose for a wooden wand with also a darker wooden floor. At the other walls just paint in

a taupe colour. Than we choose a pattern with squares in two different colours. Also a carpet and a plaid on the bed. And with a touch of gold. Also special curtains which exists in two different layers. On the picture you can see how it looks like.

So after we searched for the right materials I could start making the render. I needed to put the plan in the program. The program where I worked with is called Palette cad. I think the program is better than Sketch up because you can make better renders with it. So I will definitely think about it to use it also at school if that is possible! This was my favourite task which you could do at the office.

The render took the most time. That was because we had searched for some furniture and they did not exist in the library or in the 3DWarehouse. So some things I needed to draw myself. When I need to draw some things myself I prefer to make that on Sketch- Up instead of using 3DSMax because I know almost every tool in Sketch-Up. So it is just easier and it took less time.

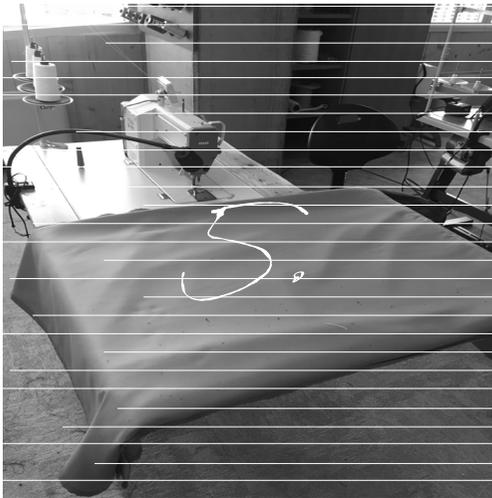
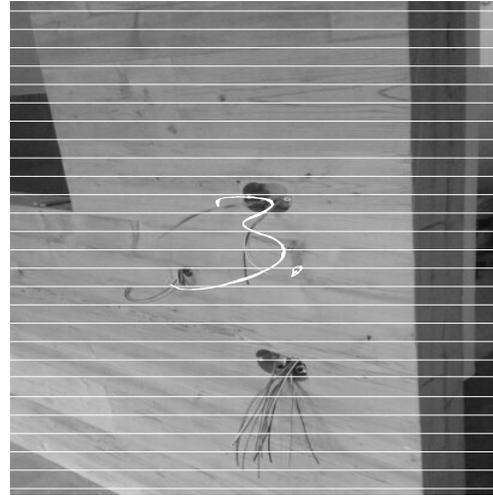
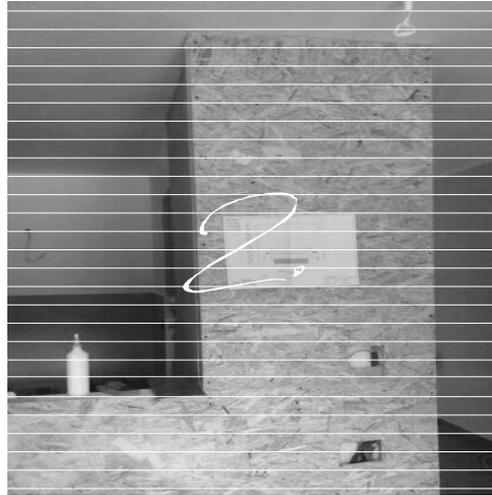
Barbara went to the client for a third meeting with them. And there she presented the plan like the renders are at the right. The client liked it but would like that we made just some small changes. They wanted to have a darker floor and a lighter wall. So I changed it and at the other page you can see how the rooms become. After that the client liked the changes so they decided to change their hotel rooms.



At the right page you can see the progress of the hotel room. You will see that there is already a lot changed. In the first picture they needed to place the wall. Then the wall needed to get some protection and isolation material. At the third picture they were placing the electrician. An at the last picture they putted also the wood on the wall. Now the wall is almost finished.

Than they also had some things to do in the atelier. The curtains needed to be made in the atelier. And also the pillows, plaids and poufs. That is Patricia 's job. Floor and I helped with putting all the stuff ready for transport. We needed to put it in the blue boxes. And then put it separate for each room. That is better for the transport so the products will not damage. And it is also easier when you are at the hotel. You can put the boxes up to the right rooms and pack them out there. So there is no confusion when you are there.

We also went to help at the hotel. This was on the last day they needed to finish it. Because the first guests were coming on 2 pm. And there was still a lot of work to do. So we helped with hanging the curtains, putting everything in the right rooms and help them clean. The rooms were only not finished on time. There was a problem with the electrician 2 weeks ago. The electrician points were placed on the wrong place. So that is the reason that they did not finish on time. The guest could stay in the old rooms for one night. They did not change every room of the building. The next day they can go to the rooms they originally booked.



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THE RESULT





*Then I also wanted to tell about Hotel Fanes because this is nicest project which I have done. It is not finished yet, so I cannot show you the end result. They are already building; they are expecting that it will be finished for the end of the summer. Maybe some parts even earlier. I worked on different parts of Hotel Fanes. This was a big project. There is a new building going to be build. So that means a lot of new work!*

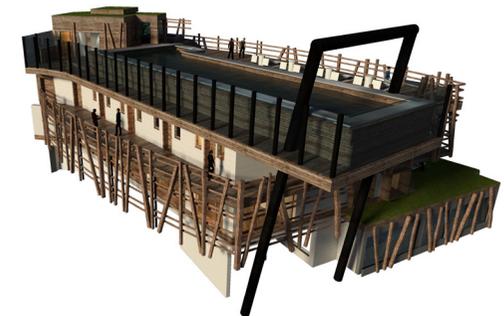
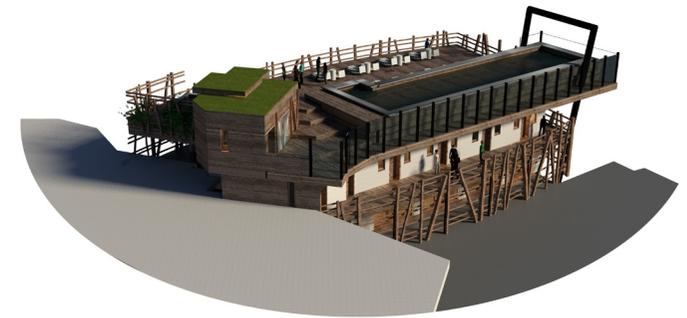
Stefano started with designing the outside of the building. The building is more modern but fits with the outside of the existing hotel. To get it fit in with the other buildings they used wood and white paint. I worked also on this file. Stefano made most of it, but I had to finish the rooftop. I really like the building how it becomes. On the roof there is a small building for the elevator and the stairs. In that building there is also space for two showers and two toilets. The roof is made of plants and the walls are from wood. If you come out the building than you see at the left the swimming pool. The swimming pool is a bit higher than the floor. You can walk around

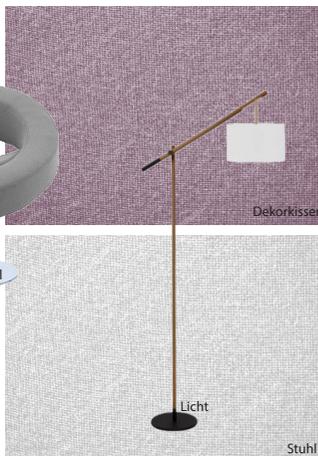
it. You can also find a sauna and a whirlpool there. And of course some space to relax!

Here on the right you can see how the building looks like. But there is more on the building than only the rooftop! In the inside there is a unique entrance, a soft bar, a fitness, hotel rooms and an expansion of the parking places. So the building has a lot functions. Together with Christina I worked on the inside of the building. My part was the soft bar and the fitness. Christina made the hotel rooms, the relax room and the entrance.

In the entrance, the soft bar and relax room we used the same colours. We used pastel colours, white, grey and wood. The colours are really quiet. We used these colours to keep the rooms spacious and light. You can also see at at the collage at the right page.

This is a space where you can take a drink. It is located between the entrance and the relaxroom. On the right side where the door is there is the entrance and the left side is the relax room. If you want, you can take a drink at the bar. And take a seat there. We used white/ grey chairs. These are round and unique. On the floor there is a white stripe pattern. Which also looks nice with the tables. It are tables with the frame of iron and wood on top. We also used poufs in the colours which we choose. To bring the colours also back we used it in the pillows. We also used some special hanging lamps. We also put on the walls curtains to hide the upper door.





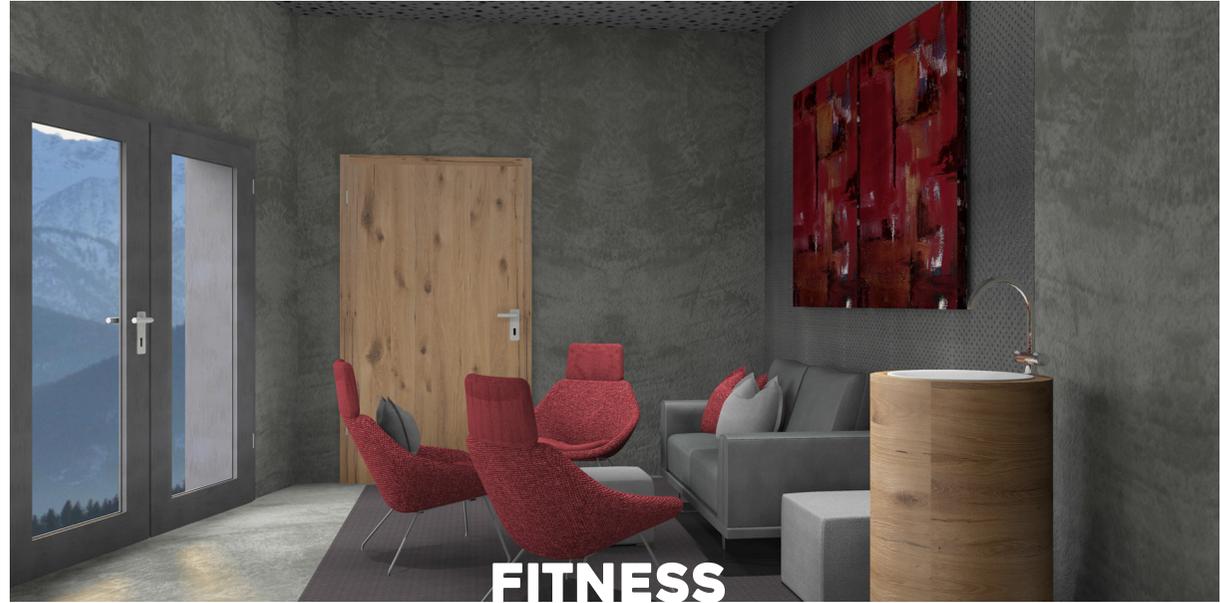
# RENDERERS



And there is also a fitness. That is located at the same floor as the other rooms but on the other side of the building.

The fitness is made of different kind of colours. The room is much darker. There is going to be a dark grey material what is on the floor and on the walls. And we choose for red because that is also in the logo of the hotel.

On the first render you see there is a place to relax. You can also get some water if you want. On the second render you can see how the room is divided by closets. They are open and made of squares. Without the closets would it be a big area. Putting them in the room creates more functions in one room. And it is also handy for storage. For now, we put there the towels in. At the window there are training devices where you can cycle on. You can have a look at the view during the sport activity. At the side which you do not see right now, we putted three treadmills. We also placed them in front of the windows. And at the right side there are some training devices where you can train your muscles. There is also a possibility to train at the way you want. In the closets which are hanging on the wall are with kettlebells. There is a big mirror hanging on the wall. That is because the room is very small, so it looks like it is becoming bigger. Also on the ground at the sports mat is the same colour as we used in relax area of the fitness room.



# Reflection

## *The company*

I really liked the kind of work I was doing here. I think the hotel branch is really interesting. And I learned a lot from them how to design it. Where do you have to keep attention to when you are making it. I am happy with my skills now from the programs I have learned here. I also could come along good with the colleges.

## *Learning objectives*

I could make almost all my learning objectives here. This were really important things for me. Before you come here you want to develop yourself to come farther in the future. Now I can take these things I have learned here back to The Netherlands. And I can improve my projects when I go to school again. I still want to be better in giving presentations because that is a really important thing with convincing the client. I have noticed that I become better in it. But it goes step by step. I also wanted to get more knowledge about the programs which they are here working with. I achieved that. The advantage was that most of the time we worked at the computer we needed to use these programs. So I had spent a lot of hours on that programs. I also wanted to speak better English and a basic of Italian. I think you can practise that the best if you are in another country and not on school. The reason why I am saying this is because when you are on school. You can

still talk in your own language. At the moment if you speak now in your own language they don 't understand you. Now you don 't have a choice and you have to do it. At first I was better in reading and writing English but now I also improved my speaking. Also my Italian improved, before I came here I could only say 'Ciao' Now I can even speak a bit and understand a bit. I also had my exam of A2. And I made it! I also wanted to know more shapes of the hotel rooms. Where you can place the furniture's, what fits or not? I learned that in the beginning of the internship and had there a lot of profit with making the plans. And last but not least, I wanted to learn more about different kind of materials. They have other companies which deliver materials. So I have seen new things.

## *My Input, Attitude and Motivation*

I think I had a good attitude and motivation in the company. I think I helped them during this period by making the things how they wanted it. They are always really busy so by working on the projects we could help them to create the plans and renders. I also think we were a good team. For hotel Fanes I needed to work a lot together with Christina. And that went good! My input in some projects could be a bit more I think. Because they talked to the clients and had their own ideas how it is going to be made. So sometimes I missed my own creativity.

## *Plusses and minuses*

+ I really liked to design hotel rooms, maybe I will continue in the future with this.  
+ I liked the programs very much were the company is working in. Now I am specialized in more programs.  
+ I have done a lot of new experiences in the hotel branch. For hotel rooms but also restaurants.  
+ I had work to do where I was interested in.  
+ I like that we deliver good products in nice hotels.

- Sometimes with projects I missed my own input in it. I expected that I could put more my own ideas in the plan.  
- Sometimes the communication was hard. When you talk in a different language the things can be explained different as they were meant.  
- When things need to be finished on time. It was said to us a couple hours before and then there was actually most of the time stress to finish on time.

## *My work*

I am very happy about what I made here. I liked to see the progress of hotel Erica. You start from a floorplan, than make it 3D on the computer and then they are really making it. I also did other nice projects for other hotels. Also for the house of Kuno I could design some things.

### *Areas for improvement*

There are always things you can develop yourself better in I think. For me that is communication for keeping a presentation. But I think you learn everyday new things. And there are always things you can do better. When you finish something, and maybe next time you think, when I do this another time I have to keep attention to this.

### *The future*

I think one of the most important things is what I learned here at the company are for me the programs. In the future I hope to find a new internship which is working with the same programs.

I also really liked to work for hotels.

Unfortunately, there aren 't so many hotels in The Netherlands as in this area. This is more touristic. But I hope to find a job in the future in this kind of work. Before I came here I liked it more to design for private clients. So more for houses. But now I like it both. Maybe I can make later on a combination of that things.

But first I want to finish my study next year. And then I want to study architecture for four years. And then I will see what the future will bring.

# Recommendation

I liked to work here in the company. We start the day at 8 o'clock. And we work till half past four. At a normal day we always work behind the computer. Sometimes I have to ask if they have something to do for me. But also sometimes I have a lot of work to do where I can work a whole day on or sometimes if it is a lot longer.

The kind of work I do is very different. It can vary from making a plan in AutoCAD, make a side view of a furniture, or make a technical light or electrician plan. When you want to build something they need a lot of plans where they can see how to do it. You can also work on PalletteCAD to make a 3D render. This was my favourite part. Or you can search for materials, making pictures, or work on 3DSMax and Revit for an outside render.

If you don't understand it then they make time free to help you. Kuno and Barbara are mostly very busy, but when they have time they come to help or instruct you. If you have questions about the programs, then Stefano was always around to answer those. Because we weren't living at home in this time, was it really nice to get help from someone. So if we had a question about the apartment or anything else we could always ask Patrick. Especially before we came here he could answer a lot of questions. That

was really nice to have some help in an area where you have never been.

At half past 9 there was a small break for an Italian coffee. There we had the chance to talk about the weekend. That is the only break where we were with everyone. In the break for lunch Barbara and Kuno go mostly on different times. In the lunch break when the weather is good we always went to sit on the roof. There is a big terrace where you have a view of Bolzano.

I think the internship was a lot different than my other internship. That is because of this time I did not only start somewhere new at the company, but it was different because now it was in a new country. And I think that is a good experience. I think it is very good to have such an experience like this. And this company could give me the opportunity to do this.

When you work here you are treated like an employer. We have the same tasks as Stefano can get.

Sometimes I missed here the contact with clients. Because the language was this sometimes hard to communicate. Most of the clients only speak German or Italian. During the internship you get better in following what they say. But it stayed hard to have a good conver-

sation in the language. That is also the reason that we speak and communicating English in the company.

When an hotel needs to be finished they need sometimes help. Mostly there is a lot of stress to get everything finished and delivered to the hotel on time. So we could help there where needed. We putted beds together, getting the right stuff in the room and hang the curtains up.

So if you want to do an internship in another country, I would recommend it to you. You learn also a lot about yourself. And you get more independent. And you learn a lot about the hotel contracting!

# Summary

I look back at a good time. I have done some really nice projects. I liked the most the project of hotel Fanes. I did there a part of the outside. And focussed me on the rooftop. I also made the soft bar and the fitness room.

I really liked that I could see the whole progress of hotel Erica. I have been there a couple of times and saw the changes which were made during that time. So I could see the whole progress. I have seen how they were starting and how they finished the project.

I achieved almost all of my learning goals. I wanted to be more confident when I am in a conversation with a client. And also when I need to do a presentation. I can still work on this. But with a lot of practise it is going to be all right. I also wanted to get more knowledge about the programs which they are using at the company. The programs are AutoCAD, PalletteCAD, 3DSMax and Revit. I could practice a lot with the projects. So that was good. And I want to learn to speak better English and also know the basic of Italian. I wanted to know more about the shapes and rules for an hotel room. I learned that in the beginning of the internship. And the last one was I want to get more knowledge about new technics and new materials. And that worked also because here are different materials than at my other internship.

My favourite part of the work was making the renders. But we also had a lot of other things to do. It could variate from making a plan in AutoCAD, make a side view of a furniture, or make a technical light or electrician plan. Or you can search for materials, making pictures, or work on 3DSMax and Revit for an outside render.

# Conclusion

If you have the opportunity to do something like this, I really recommend it to you. It is a whole new experience and you learn so many new things! Starting your life somewhere else new, is a chance to get to know yourself better and to meet new people. I am really happy about what I learned here during this period. I will definitely take the things home I learned here. I am going to use it at my next internship. And I will remember this period for the rest of my life and look back on this period with a smile!

I want to thank Kuno and Barbara Widmann for hiring me here. Through them I got this opportunity to go to another place. And I also want to thank Patrick, Stefano and Patricia for the nice time we had together! And last but not least I want to thank Floor, Daphne, Christina, Emma and Kimberly for the good times we had at work, but also during the weekends!

Thankyou for reading my report!

# Appendices

<http://www.interiordesign.it/en>

<http://offers.ericait.it/?gclid=CNLLqZGPhtQCFRdmGwoduLULtg>

<http://www.hotelfanes.it/de/hotel.html>

