

STARTING GUIDE

INTERNSHIP



1ST EDITION

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WELCOME TO KRAKÓW

Cześć (Polish – rather informal – for "Hello") and welcome to Kraków – we're glad you have chosen our museum as the place of your internship/volunteering service!

With this guide we want to make your start as easy as possible by providing the most important information about the city of Kraków as well as the *Galicia Jewish Museum* and the life here. We can comfortably say that you will soon feel at home here.

As you have probably already learnt, Kraków has around 800,000 inhabitants with many of them being (international) students. Many describe the city as the most beautiful in all of Poland. While that is of course quite subjective, the city certainly has lots of interesting architecture to offer – as you might have already recognized.

That being said, we wish you all the best for your stay at the museum and in Kraków!

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cześć ≈ [tʂɛst̪ɛ]

"Cześć" is somewhat pronounced like "chesht".



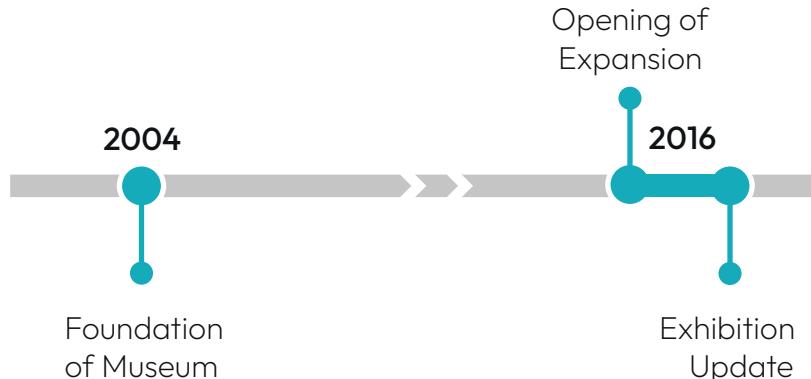
THE MUSEUM

The main focus of the Museum is not only to commemorate the numerous victims of the Holocaust, but also celebrating the Jewish life which was flourishing in Galicia before 2nd world war. The Galicia Jewish Museum exists since 2004 and was established by photojournalist Chris Schwarz. Together with anthropologist Prof. Jonathan Webber he brought the project “Traces of Memory” to life. That’s how the museums core exhibition was created. Later, in 2016, the exhibition was updated with photographs



of American photographer Jason Francisco. The exhibition deals with the Jewish heritage that has been existing since more than thousand years in Polish Galicia. It tries to teach about this history by showing photos of the traces that are still there for us to see today.

In total, the museum consists of two permanent exhibitions as well as constantly changing temporary exhibitions.



THE MUSEUM

The GJM consists of different departments such as the *Educational Department* or the *Operational Department*. As an Intern/Volunteer you're going to be part of the *Educational Department* of which a contact person is assigned to all volunteers and interns — this person will also be responsible for you. Overall the museum employs over 20 people with the director being the head of the museum. You can look up the current staff on the website.

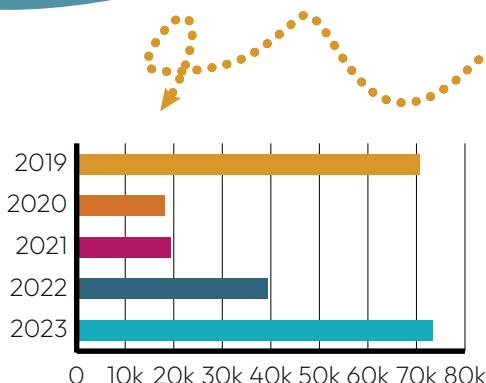
GJM is a non governmental organization and is therefore not getting funded by any official institution but rather relies on grants and donations as well as its own operational income.

The building that houses the museum, was once used as a mill, although today in the renovated building only the industrial look reminds of these past times. To gain more space, the museum was extended in 2016.



THE MUSEUM - QUICK FACTS

“ The aim of the Museum is to challenge stereotypes [...] with the Jewish past in Poland, to educate about the common Polish-Jewish heritage as well as to work for dialogue and cultural exchange [...] and to promote values of a free and democratic society.

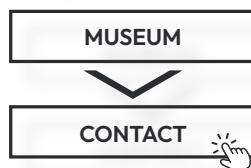


~70,000
annual visitors

2004
foundation

20+
staff members

* 
galiciajewishmuseum.org



INTERNSHIP

 During your internship/voluntary service you will be performing lots of different tasks, depending on your interests as well as the length of your stay (e. g. you won't give tours if you just stay for a few weeks). However, in general there are 3 main fields you'll be working in:

1. Guiding (and preparing to guide) as well as doing workshops
2. Visitor service (attending and helping at events)
3. Projects and other tasks (very diverse)

If you are interested in one field specifically, it's likely that you are going to be able

“Doing an internship in Krakow and in this museum is a great experience that I'll never forget. I'm glad to be here, glad to have so many good people around me [...].

Nathanaël, intern | 2025

to work in it after consulting your contact person. If there are any questions you come across you can always ap-

proach your contact person or really anybody from the education department.



INTERNSHIP



GUIDING

For interns and volunteers, that stay for a longer period, guiding is a key part of your work at the GJM. In order to be able conduct an appropriate tour, you need to **prepare** for it, of course. Depending on your prior knowledge regarding Jewish culture and Jewish history (in Poland) your preparation might vary. For short summaries of Jewish topics you might want to have a look at the *UNPACKED* YT-channel.



| @UNPACKED

In concern of the exhibition itself, you will receive a digital version of the exhibition as well as a catalogue/book called **“Rediscovering Traces of Memory”** which accompanies the main exhibition. Additionally, you’re of course welcome to use all the books you can find in the interns office (If you ask nicely also from the bookshop). Another key part of the preparation is listening to other people conducting them.

After you feel ready giving tours, you will need to give a **test tour** to somebody of the *Education department*.



Once you have been assigned to a tour, remember to click on the ‘Yes’ button.



INTERNSHIP



VISITOR SERVICE

Every now and then, you may be asked to provide reception services in the evening when there is an event. Your main task will be to simply be present at the reception. Occasional-

ly, the *Operational Department* will also need your assistance with setting up and dismantling for these events. For example, you may be asked to arrange the chairs for the participants. If help is needed, you will receive all the necessary information.



OTHER TASKS

Another important aspect of your work at the GJM involves different projects. These can be very versatile and can range from organising a charity event (such as the *Mitzvah Day* in November) to sending crocus bulbs (as part of the 'Crocus Project', whereby the museum sends a crocus bulb for every Jewish child who perished in the Holocaust to participating Polish schools. This project takes place annually and usu-

ally starts in September.). You will be provided with all necessary information in advance for all projects. If you are interested in how a particular project was implemented, you can look up the blog posts written by the previous interns.

On top of what was mentioned previously, you may occasionally be asked to complete smaller tasks. However, your contact person will provide you with detailed information about these when the time comes.

INTERNSHIP



Generally, working hours depend on your specifications and wishes. You're free to come to the museum daily between around 9:30 and 18:00. Once you have reached an agreement with those in charge, you will be required to enter your estimated arrival and

departure times in the digital 'Schedule' that you will receive. If you have been assigned to give a guided tour or a workshop, you will, of course, need to be at the museum at the scheduled times. If you are on evening reception duty, you can expect work times from around 6 p.m. to around 8.30 p.m.

As mentioned before, the interns also run a blog, for

which you will occasionally be asked to write a post.



galiciainterns.wordpress.com



Your main workplace is the interns office in the museum, or rather the museum in general. If you have some tasks that can also be done from home, homeoffice shouldn't be a problem

either. Occasionally, the interns and volunteers have to get marketing material from a printing shop (🖨️), bring letters or parcels to the post office (✉️), or distribute flyers and invitation letters to the museum's partners.



ENTRANCE AREA & RECEPTION



KOSHER CAFÉ

(All museum staff receive discounts on tea and coffee.)

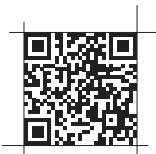


EDUCATION ROOM & PERMANENT EXHIBITION



KORET GALLERY

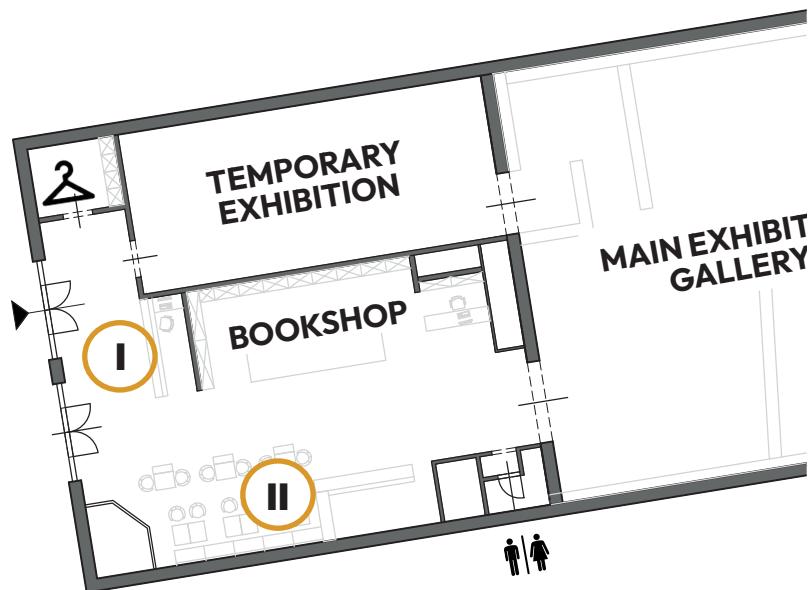
(temporary exhibitions)

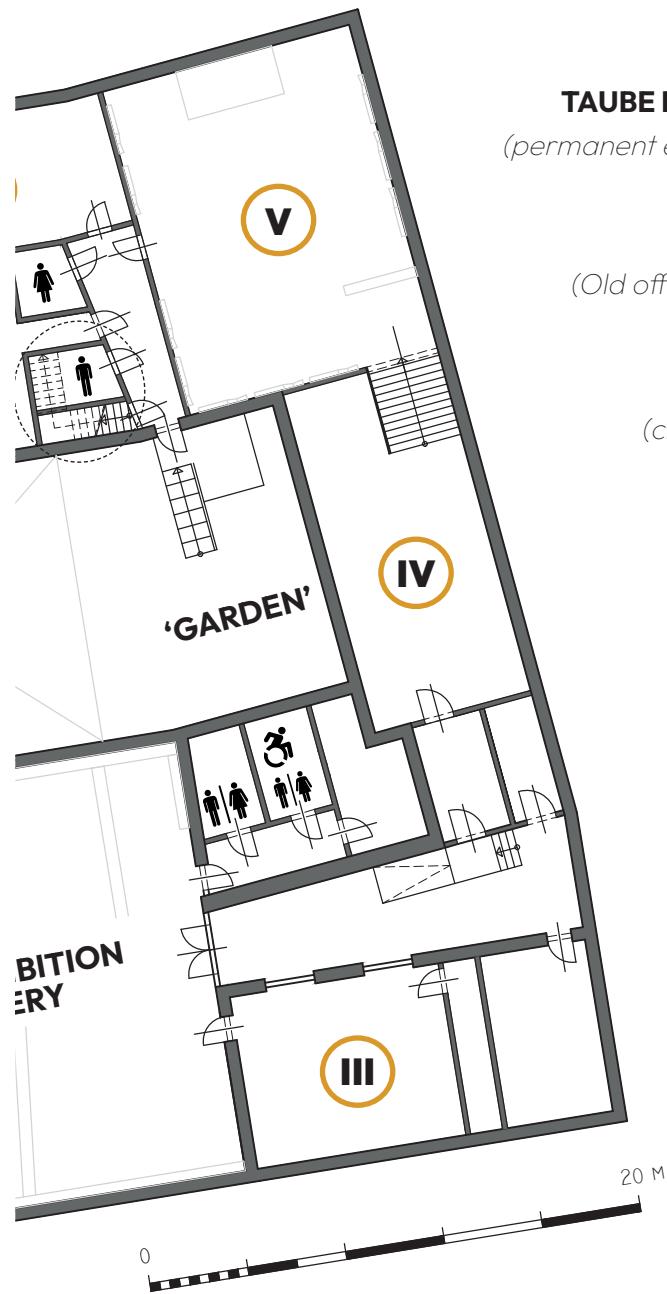


Access the main exhibition digitally:

3dkamera.pl/muzeumgalicia

ENTRANCE



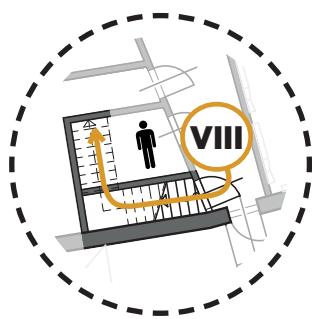


TAUBE FAMILY GALLERY
(permanent exhibition & conference room)

STARE BIURO
(Old office; education and conference room)

KEF
(childrens exhibition)

OFFICES
(upstairs)



GROUND FLOOR PLAN

Note: This is an approximate representation; actual dimensions may differ.

INTERNSHIP - QUICK FACTS



WORKING



HOURS

According to
agreement and
your wishes

IMPORTANT PLACES

OLD TOWN

Kraków's Old Town is the historic city centre surrounded by the *Planty* ("Plants") Park. Originating in medieval times, the Old Town today is part of the *UNESCO World Heritage List*. The unique shape of the area is due to the defensive walls that once surrounded it. The walls have been distructed by the Austrian empire and today are almost entirely gone except for a small section. However, most of the medieval buildings have survived and therefore give the Old Town an authentic atmosphere.

MAIN SQUARE



Kraków's Main Square, the *Rynek Główny*, is one of Europe's largest medieval plazas and the heart of the Old Town. Lined with cafés and restaurants, it features landmarks like the **Cloth Hall** in the centre. The *Cloth Hall* is a unique renaissance building showing the long trading tradition of Kraków. Today it still accomodates merchant stalls, and is also housing the **Sukiennice Museum** on the upper floor. Located beneath the market square you can find one of the most-visited museums of Kraków. **Rynek Underground** is a modern museum displaying the whole history of the city. On the eastern side the **St. Mary's Basilica** stretches towards the sky. Every full hour the famous **bugle call** is being played from here.

IMPORTANT PLACES

CZARTORYSKI-MUSEUM



MUZEUM KSIĄŻĄT CZARTORYSKICH

The Czartoryski Museum is one of the oldest museums in Poland. Its galleries display one of the most valuable art collections in Europe. The exhibits range from paintings by renowned artists such as Rembrandt and da Vinci, to decorative arts and historical artefacts that showcase both, Polish and global heritage.

2



— Stary Kleparz



WAWEL



WAWEL

Situated next to the Vistula River, the Wawel looms over the city. Once a royal residence, the castle is now a symbol of Poland's rich heritage and history. Perched on Wawel Hill, the castle boasts impressive Gothic, Renaissance and Baroque architecture, as well as royal chambers and the Wawel Cathedral, the traditional coronation site of Polish kings. Today, different parts of the vast site can be visited separately. (Keep an eye out for days with free admission for certain parts of the Wawel.)

3

Wawel



IMPORTANT PLACES

KAZIMIERZ

Founded in the 14th century as an independent city, Jewish life of Kazimierz started to flourish after 1495. At the end of the 18th century it was integrated into Kraków under Austrian rule but remained the center of Jewish life. Today, that face has unfortunately changed drastically with the Holocaust bringing Jewish life to an abrupt end. In fact, the district has now become a vibrant nightlife hotspot. Nevertheless, across the district there are still many signs of what once was and important sights to see.

OLD SYNAGOGUE



The Old Synagogue is the city's oldest surviving Jewish house of worship and a landmark of Gothic synagogue architecture. Once the center of communal and religious life, it now serves as a museum of Jewish history and culture.

5

Miodowa



REMAH CEMETERY & SYNAGOGUE



The Remah Synagogue is an active place of worship founded by Rabbi Moses Isserles's family. Beside it, the Remah Cemetery holds his grave and centuries-old tombstones.

6

Miodowa



IMPORTANT PLACES

NEW JEWISH CEMETERY



Although not located in Kazimierz anymore, the new Jewish cemetery still is of particular interest in regard to Jewish culture. Established in 1800 the place has a rich history. Today it is a peaceful and evocative place to go for a walk.

7

Miodowa



PODGÓRZE

Founded as an independent city in the 18th century, Podgórze is today part of Kraków, located in the larger city district called *Podgórze* too. The district offers a more communal atmosphere as well as natural beauty. However, Podgórze also has a terrible history with the former Jewish ghetto being on its area.

SCHINDLER'S FACTORY



Schindler's Factory, once Oskar Schindler's enamelware plant, now houses a museum about the city during Nazi occupation. Exhibits trace daily life under German rule and tell the story of how Schindler helped save hundreds of Jewish workers.

8

– Plac Bohaterów Getta



IMPORTANT PLACES

JEWISH GHETTO MEMORIAL



Located at the *Plac Bohaterów Getta* (Ghetto Heroes Square) the memorial commemorates the victims of the Polish Jews that were imprisoned here. The square used to be the centre of the former Jewish ghetto (existing from 1941 to 1943) that was established by the

Nazis during the occupation of Poland. Today the square features a powerful memorial that consists of oversized metal chairs, symbolizing the possessions that those imprisoned took with them to the ghetto and had to leave behind as well as the absence of those who once sat there.

9

Plac Bohaterów Getta



NOWA HUTA

Nowa Huta is a district of Kraków, located in the very eastern part. Built around the vast Lenin Steelworks, it was designed to embody communist ideals — with grand avenues, symmetrical layouts, and monumental architecture meant to serve the working class. Known for its wide avenues, monumental architecture, and strong working-class history, it's now a fascinating blend of communist-era heritage and modern urban life.



NOWA HUTA



LEGEND



district/area of interest



former Jewish ghetto
(1941)



distance you can get
in 15 min from GJM



important
landmark/place



(former) synagogue



tram/train/bus station

Scale 1 : 15 000

0 m

500 m



11

Lubicz

Park
Krakowski

15 min

Podgórska
Vistulan Boulevards

Zabłocie

9



8

F

PODGÓRZE

G

H

Mogiliska

2

Dąbie
Park

3

4

5

6

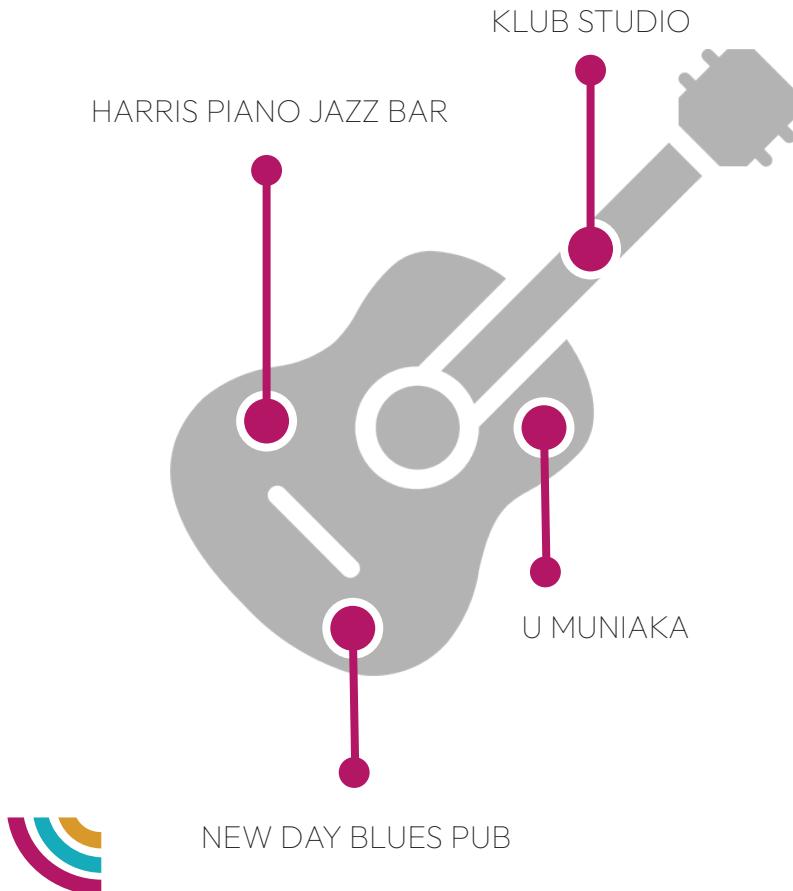
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© 2025 Google, via Snazzy Maps

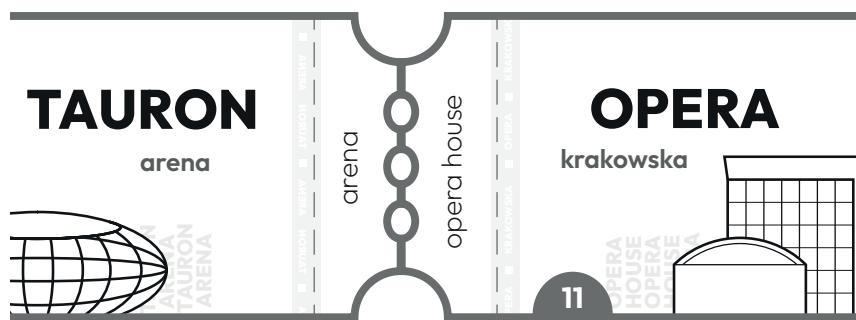
LEISURE & CULTURE

In addition to the points of interest in Kazimierz, the *Old Town* and *Podgórze*, there are also a number of other interesting museums, event locations, cultural venues and places to enjoy live music waiting for you to explore.

LIVE MUSIC --- LIVE MUSIC --- LIVE MUSIC --- LIVE MUSIC --- LIVE MUSIC



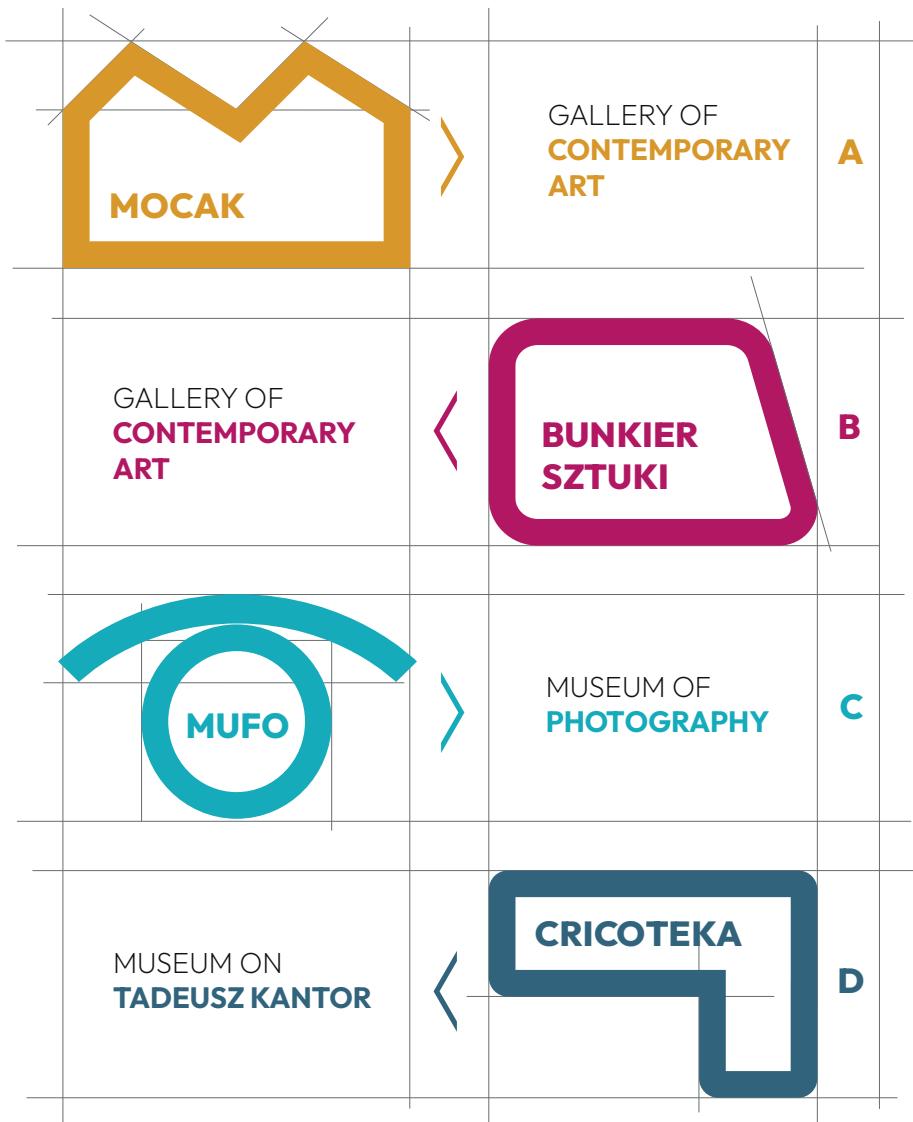
LEISURE & CULTURE



ENT LOCATIONS --- CULTURAL VENUES --- EVENT LOCATI



LEISURE & CULTURE



Please find details on p. 27.

LEISURE & CULTURE



Please find details on p. 27.

LEISURE & CULTURE



Please find details on p. 27.

LEISURE & CULTURE

A	MOCAK	ul. Lipowa 4	mocak.pl
B	Bunkier Sztuki	plac Szczepański 3a	bunkier.art.pl
C	Muzeum Fotografii w Krakowie	ul. Rakowicka 22A	mufo.krakow.pl
D	Cricoteka	ul. Nadwiślańska 2-4	cricoteka.pl
E	Muzeum Narodowe w Krakowie, MNK	al. 3 Maja 1	mnk.pl
F	Galeria ASP w Krakowie	ul. Basztowa 18	galeria.asp.krakow.pl
G	Manggha Museum	ul. M. Konopnickiej 26	manggha.pl
H	Shefter Gallery	ul. Jabłonowskich 6	sheftergallery.com
I	UFO Gallery Kraków	ul. Podwale 6	ufoart.gallery
J	International Cultural Centre (ICC/MCK)	Rynek Główny 25	mck.krakow.pl
K	Dom Norymberski w Krakowie	ul. Skałeczna 2	dom-norymberski.com
L	Jagiellonian University Museum Collegium Maius	ul. Jagiellońska 15	maius.uj.edu.pl



HOUSING

STUDENT HOUSING

If you are looking for an accomodation for a longer period (at least one semester) or for the summer - a room in a student housing facility might be the easiest option. There are a variety of different providers you can choose from.

Student Depot

studentdepot.pl



laborooms.com

NEXT DOOR

nextdoor-housing.pl

MILESTONE

milestone.net

RENTING

If a student residence is not suitable for you or you want to have more flexibility, renting your own flat might be the better option. In that case you are likely to find what you are looking for at the following addresses.

Housing Anywhere

housinganywhere.com

OLX

www.olx.pl

SAFETY

MOST IMPORTANT EMERGENCY NUMBERS

112

EUROPEAN EMERGENCY NUMBER
(UNIVERSAL)

998

FIRE BRIGADE



999

AMBULANCE

986

MUNICIPAL GUARDS

997

POLICE



COMMUNICATION

If you're staying for a longer time, or you're from outside of the EU (the roaming fees might be quite costly) getting a Polish phone number might be a good idea. *Please note that you have to identify yourself with an official document.*

First you should decide on the mobile network provider you want to use.*

1

PROVIDER



Next, you need to get a SIM card. You can either visit a physical store (Żabka/a store of provider of choice) or get an eSIM online.

2

SIM CARD

*These are some of the most popular mobile network providers to choose from. As their offers change repeatedly, we recommend checking the current ones to determine which suits you best.



t-mobile.pl



orange.pl



plus.pl



play.pl

1 a

PROVIDER

TRANSPORT

For regular transfer around the city of Kraków, the public transport (consisting of more than 20 tram and dozens of bus lines) is a great way for doing so. For purchasing tickets there are a few popular ways:

JAKDOJADE APP



With this app you can look up the best route to where you need to go. You can also check the routes of all tram and bus lines across Kraków, as well as trains. Additionally, you can buy short term tickets directly in the app.

TICKET MACHINES



*Image:
flaticon.com*

If you prefer your ticket to be analogue, you can get them from ticket machines at major stops or even on-board trams and buses. However, if you do so, don't forget to **validate** (stamp) all **paper tickets** after entering (or after you bought the ticket on-board) at the small machines near the entrance doors..



TRANSPORT

SEASON TICKETS

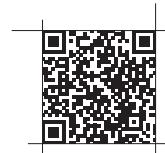


For longer periods, a so called „Kraków City Card“ is likely to be the best option. To get it you have to:

- fill in the appropriate application
- present a document confirming identity
- and submit a photo.

For more information on how to acquire such card please visit the website of KMK:

[ztp.krakow.pl/en/kmk-public-transport/
buy-a-kmk-ticket](http://ztp.krakow.pl/en/kmk-public-transport/buy-a-kmk-ticket)



WALKING AND CYCLING

If you want to save some money, walking through the city is also a great way of mobility, as Kraków is (especially in the centre) very walkable. Additionally, you can explore new streets and buildings while commuting to the place you need to get to. If walking takes too long, cycling around the city is another popular way to commute around Kraków. E.g. on the website “*olx.pl*”, which was already mentioned in the “*Housing*” section, you can purchase a used bike for very little money.



TRANSPORT

If you're planning on visiting other cities in Poland or even abroad, taking the train or long a distance bus is often a good option.

MAIN RAILWAY STATION



Almost every bigger Polish city can be reached by train without changing. Warsaw, for example, has a great connection to Kraków with trains leaving at least every hour. Additionally, there are numerous international routes to cities like Berlin, Prague or Vienna. The station itself is also well connected to the city's public transport with multiple tram lines and many bus lines stopping there.

10 a



CENTRAL BUS STATION



**MAŁOPOLSKIE
DWORCE
AUTOBUSOWE**

Located right next to the main railway station, the central bus station offers a good alternative for long distance travelling. There are different operators, with Flixbus being the most popular. Many Polish but also international cities can be reached from the central bus station.

10 b



HEALTHCARE

112 European emergency number | 999 Ambulance | 112 European emergency number



DENTA-MED 24/7

Na Zjeździe 13 | Podgórze

This dentist Plac Bohaterów Getta offers 24 hour treatment.

MEDICAL CENTER LARMED

Lwowska 17/1 | Podgórze

English speaking primary care doctors. Make sure to make an appointment on their website first.



znanylekierz.pl

Here you can sort Kraków's doctors by language and field of expertise.
(You'll have to translate the website.)



FINANCE

The official currency of Poland is the *Złoty* (PLN or zł). The value may fluctuate as it is not pegged to the Euro or any other currency.

EXCHANGE

You can exchange money, at **banks**, **ATMs** or currency **exchange offices** (so-called *Kantors*).

If you want to pay by card you will be able to do so at most places. However, if you want to purchase something at one of the local markets, you are likely to need some cash.

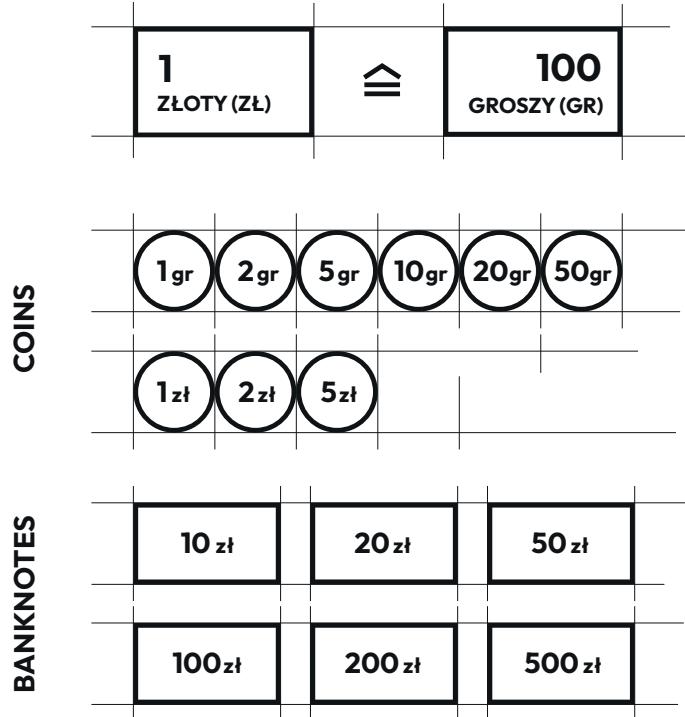


When exchanging money at an exchange office, compare the exchange rates and avoid touristy areas.

If you withdraw *Złoty* from an ATM you should pay attention to the costly fees some might charge. It is recommended to avoid private ATMs such as those from *Euronet* because of the fees.

FINANCE

The *Złoty* is divided in 100 *Groszy*. Coins and banknotes in the following denominations are in circulation:



POLISH BANK ACCOUNT

If the fees of your foreign house bank are too high in Poland, you might want to consider creating a Polish bank account. To do so, you first have to get a so-called **PESEL** number at the city council (**Wydział Spraw Administracyjnych Urzędu Miasta**). And you'll often also need a Polish phone number!

Information provided without guarantee. Do your own research.

REGENERATION

The hustle and bustle in a rather big city can be quite exhausting and it is important to relax and regenerate from time to time. In and around Kraków there are numerous recreation areas and parks to experience beautiful nature.

ZAKOPANE

Zakopane is the biggest winter sport centre of Poland. The city also functions as a starting point for many beautiful hiking routes in the surrounding mountains, as well as busses taking you there.

TATRA MOUNTAIN RANGE



BESKID MOUNTAINS



CZORSZTYN LAKE



2 - 2,5 hours



WIELICZKA SALT MINE



30 - 45 min (Kraków Główny)

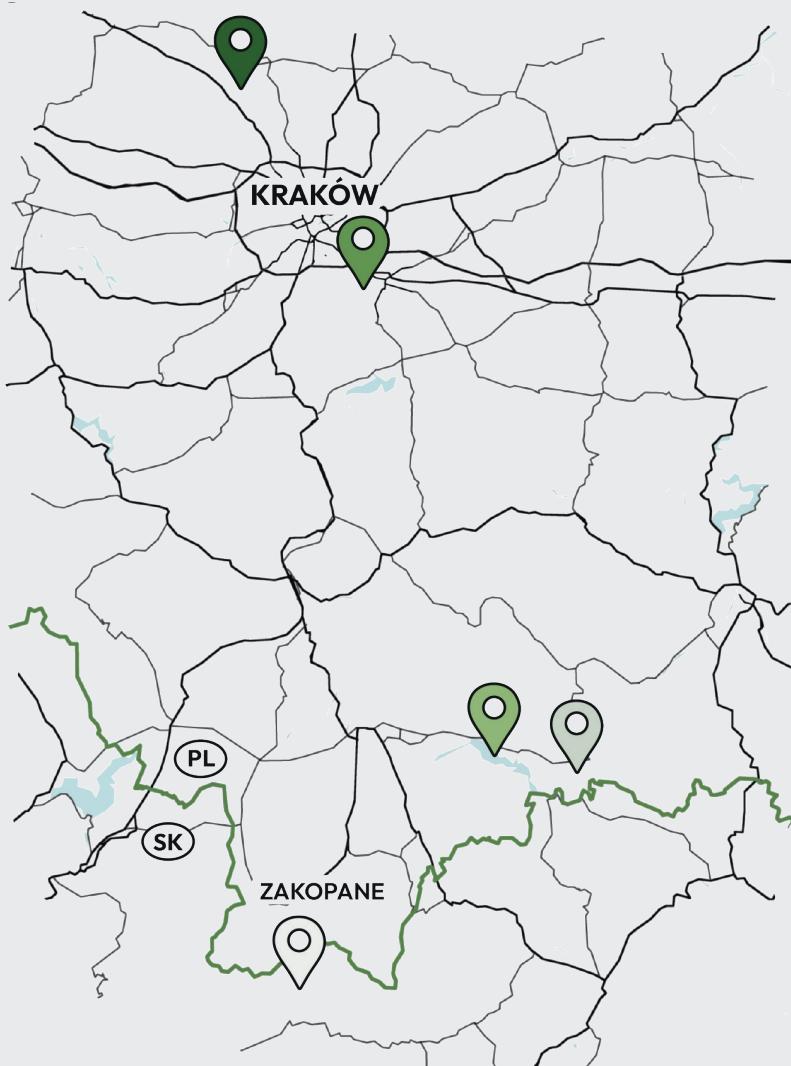


OJCÓWSKI NATIONAL PARK



50 min - 1 hour (Kraków Główny)

REGENERATION



© 2025 Google, via Snazzy Maps

REGENERATION



REGENERATION

2

KOPIEC
PIŁSUDSKIEGO

1

KOPIEC
KRAKA

3

KOPIEC
KOŚCIUSZKI

4

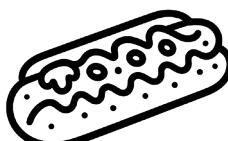
KOPIEC
WANDY

An interesting characteristic in the panorama of Kraków are its mounds (Pol.: 'Kopiec'). Built at different times, they all have a unique and individual story to discover. Additionally, they offer a great view of the city when climbing them.

RESTAURANTS

The cheapest way to enjoy good food, of course, is to cook it yourself. However, if you don't feel like cooking, there are also a variety of restaurants and eateries with tasty food available in Kraków.

i



ZAPIEKANKA

Zapiekanka is a popular Polish street-food similar to a pizza baguette. It consists of a toasted baguette topped with ingredients like mushrooms, melted cheese, and often ketchup.

- MAZAYA 
- TURLAJ KLOPSA 
- VEGANIC 
- VEGAB 
- ZAPIEKANE   
GLUTEN FREE BISTRO

PLAC NOWY

The *Plac Nowy* is the bustling heart of Kazimierz. It's a popular spot for food, especially *zapiekanki*, and drinks.

RESTAURANTS

- PRZYSTANEK PIEROGARNIA
- PIEROGARNIA KRAKOWIACY
- PIEROGARNIA DOMOWA

- CHIMERA
- BAR POD KOPYTKIEM
- MAGIA CAFE & BISTRO
- CURRY UP!
- MILKBAR TOMASZA
- canteens:
- STOŁÓWKA JABŁONKA
- BAR UNIWERSYTECKI



i

PIEROGI

Pierogi are traditional Polish dumplings made from unleavened dough wrapped around a filling, which can be savory (like potato and cheese, sauerkraut, or meat) or sweet.

Legend:

vegetarian

vegan

gluten free

CAFÉS

If you're a coffee enthusiast, we have good news for you. In Kraków you won't struggle to find a café that suits your taste. We've gathered a list of particularly nice or affordable cafés that you might want to give a chance.

CYTAT CAFÉ



KAWIARNIA LITERACKA



ALCHEMIA



COFFEE GARDEN



CAMELOT CAFE



POŻEGNANIE Z AFRYKA



CAFE TEKTURA



NOTES

Here you can find some space for you to include your personal findings, or keep any additional information in hand.



**PUBLIC
BENEFIT
COMMITTEE**



**CO-FINANCED BY THE NATIONAL INSTITUTE OF FREEDOM –
CENTER FOR CIVIL SOCIETY DEVELOPMENT AS PART OF THE GOVERNMENT PROGRAMME
FOR CIVIL SOCIETY ORGANISATIONS DEVELOPMENT FOR 2018-2030 CSODev**

DESIGN BY:
JONATHAN HERMAN



2025 - GALICIA JEWISH MUSEUM

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31-052 KRAKÓW

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