



## Internship Report

16 October – 17 November  
2011

<b>Name</b>	Alin Keiger
<b>Nationality</b>	German
<b>Completed studies</b>	MA Conference and Events Management (University of Westminster), October 2011
<b>Internship Period</b>	16 October – 23 December 2011
<b>Internship at</b>	AOS Conventions & Events (MICE Department); GM: Aldia Lai
<b>Location</b>	Kuala Lumpur
<b>Official Working Hours</b>	Monday to Friday 08:30 to 17:30 Every 2nd Saturday 08:00 to 13:00

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## Internship Report

### Projects and Duties

The first month at AOS Conventions & Events was very productive in terms of gaining knowledge thanks to several up and coming conferences and events.

Projects	Duties
<b>Asian Pacific Cancer Conference (APCC);</b> 10-12 November 2011, Kuala Lumpur Convention Centre (KLCC)	Assist with administration of registration data and marketing data RSVP Lunch Symposia RSVP and rundown sheet preparation for Faculty Dinner (social programme of the conference - for invitees only) Assist in Final Programme Book creation Developing Certain V12 reports
	<b>ON-SITE:</b> Preparation and set up of conference rooms and staff area Working at the registration counter Assist in Exhibition Hall at the poster presentation area (enrolment of presenters, helping to set up poster, overlooking the procedure) Assisting clients to prepare their rooms according to their enquiries. Overlooking final room checks for concurrent sessions, symposia, coffee breaks, etc. Assist in Faculty Dinner pre and post-arrangements (e.g. transport to and from the venue)
<b>Kuala Lumpur Innovation Forum (KLIF)</b> 15 – 16 November 2011, Putra World Trade Centre Kuala Lumpur (PWTC)	Update of LPO (Local Purchase Order payment process) on Certain V12
	<b>ON-SITE Function:</b> On-site setup Opening ceremony rehearsal Speaker networking reception Opening ceremony Registration
<b>2nd Society of Wetland Scientists Asia Chapter Convention &amp; Workshop</b> October 2012	Planning timeline checklist and timeline of activities update due to conference postponement

### Other opportunities

- Meeting and familiarisation tour at KLCC
- Site Inspection at PWTC
- Online System Training for AOS Tours & Travel by Wasim Khan



## Internship Report



### Learning Elements

AOS Conventions & Events works with an offline registration-system, namely Certain V12 (Events Pro). Familiarising myself with this system was essential to complete off and on-site tasks. Within the first month I gained valuable information of the procedures involved in organising conferences and events. Additionally, I furthered my knowledge in the use of Microsoft Office applications, such as Excel and Publisher - essential tools for ongoing planning procedures.

During the conferences I was able to learn about the registration process and gain further knowledge about the whole on-site procedure, from setup to execution and problem solving as a result of observing the day-to-day running and executing the mentioned duties.

### Personal Perception

AOS has warmly welcomed me to their office and introduced me to working tasks accordingly. If one is willing to learn and be involved in activities, you will be given opportunities. However, I feel it is important to learn individually at the same time in case you are plunged in at the deep end – interns will definitely not make the coffee! Nevertheless, the staff is always willing to assist and explain wherever they can.

### Leisure Time

- Going out with colleagues for dinner
- AOS /Tourism Malaysia bowling competition in Kuala Lumpur
- Sightseeing in KL (e.g. Bukit Bintang)
- Two day trip to Malacca over the weekend

## Internship Report

### Photographic Record



AOS MICE Department  
(right: Vera, left: Alin)



APCC 2011 at KLCC

Programme

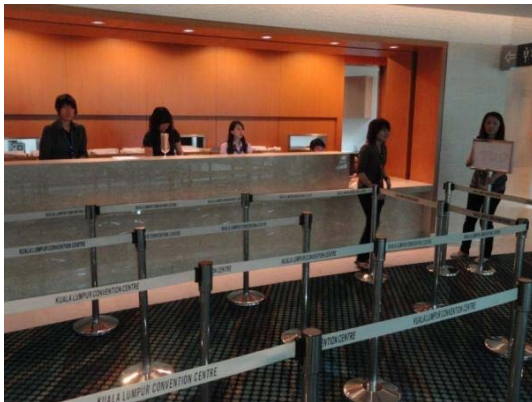


Literature Display Corner

## Internship Report



- View from Convention Centre (Twin Tower)



- Registration Counter



- Conference Bag setup  
AOS Convention Team



- Tour Counter  
AOS Tours & Travel Team



- Speaker Preparation Room



- Faculty Dinner (AOS Convention staff table)