



Internship report
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In the beginning of February, another trainee from The Netherlands, Inge, joined our apartment. I am sharing a room with her, which I really appreciate, as we get along really well. My flatmates Andy, Wasim, Inge and I often spend the evenings together in our apartment, having dinner together or just chatting and watching DVDs. The atmosphere in the apartment is really relaxed, and we often enjoy our valuable time together.

In the month of February I was spending my internship in the Marketing & Sales Department for the Asian market. My supervisor, Ms Sook Ling was forwarding me many quotations to follow up, as one of my colleagues of the Asian Department left the company. Thus, I had much work to do with handling inquiries, negotiating with hotels in order to guarantee our clients the best rates, setting up itineraries and preparing the costing.

Doing quotations can be quite challenging as attention has to be focused on many small details. However, Ms Sook Ling Yap, always took her time to help me in case questions were left open. Further to the quotations, I got several research projects assigned including competitor analysis.

Besides working for the Asian Department, I am still assisting the French Department for translations from English to French and vice versa. In case any enquiries are received, I am assisting with quotations, setting up contracts respectively agreements for cooperation between Asian Overland Services and other agencies from French speaking countries such as Algeria, Tunis, France. Being in email contact with French clients in case they have any further questions is a further task of mine. Asian Overland Services was handling quite a big group coming from Egypt, and I assisted one of my colleagues with the check-in at the hotel. Further, I also had the opportunity to go again to Genting Highland to assist groups. I always appreciated handling incoming groups and to be out of the office from time to time.

This experience was very valuable to me, as you learned how to deal with people from all over the world, get to know their preferences, how they think and what values are important to them. This "field" experience always gave me the opportunity to get to know more about their culture, how they think and why they behave like they do.

In the month of February I was glad to welcome my relatives from Austria here in Kuala Lumpur. I often joined them in their sightseeing tours and took them out for dinners at several different places. It was nice to have some Austrian company and we really enjoyed our time together. We even went for a prolonged weekend to Langkawi, where we stayed at the Frangipani Beach Resort & Spa. It was a fantastic opportunity for a weekend-getaway; for sunbathing, swimming, and relaxing. With the help of my colleagues, we organised the Northern Mangrove Tour, which was absolutely fantastic: watching eagles, cruising in a small boat through the Mangrove woods and finishing off the trip by a nice lunch at Fish Farm in the middle of the sea.

There are still so many things to see and to learn in Malaysia and at Asian Overland Services and I am looking forward to the upcoming weeks.