

## Internship report

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For the month of March I was actually supposed to be shifted to the Europe Department. However, as there was a staff shortage in the Asian Department I stayed there and helped out. Ms Sook Ling kept on handing me over tasks, such as assisting in quotations and further projects such as preparing a forecast of how many Genting Highlands Theme Park tickets should be purchased for the upcoming year.

Ms Lisa Tee, from the A la Carte Department, was also handing me over some of her work, such as compiling costing sheets and preparing itineraries. The "A-la-Carte" Department deals with inquiries from clients from all over the world, and is also specialized in group bookings. These groups often have a special request and do not want to follow the ready-made packages as they want to enjoy a tailor made trip. Handling these kinds of requests was really challenging, as they really had specific desires for their holidays. Ms Lisa Tee was a wonderful teacher; she always had time for me to explain me her work, although she was very busy with all her tasks. It was really fun working with her together.

It was sometimes quite frustrating that after preparing so many packages for various clients, and putting so much effort into one quotation, clients hardly ever confirmed. However, I was pleased to take over one confirmed group and do all the necessary tasks required. Ms Lisa Tee gave me instructions how to handle the work after a confirmation, and I could enjoy a lot of responsibilities. I had to organize restaurants, block seats, negotiate on the menu, arrange payments, but often facing problems due to language barriers. Moreover, Ms Lisa Tee showed me how to use the offline system Tour Plan, and how to key-in the itinerary in the system. Further, I learned how to deal with all the payment arrangements, from preparing pro forma invoices up to forwarding the proof of payments to our suppliers. Further, we did the briefing to our tour guide, who was handling the group, and making on the spot arrangements (if required) during the group's stay in Kuala Lumpur. It was really a very good experience to see how a trip is organized from the single inquiry/request up to the payment and thank you letter.

Due to the absence of one of my colleagues, I also had the opportunity to work for the sales administration. I was re-directing incoming emails, forwarding the corresponding tariffs to agents, taking phone calls for our managing director, making appointments, etc. I really enjoyed having these kind of responsibilities, being in charge of the administrative tasks was a welcomed job variation.

At some occasions I had the opportunity to help out the Customer Service Department, with translating complain letters respectively their replies into German and English. Once, I was assisting a German couple in the hospital for doing all the translation work, helping to fill in registrations and so forth.

Regarding my professional experience I gained here at Asian Overland Services, I really must admit that I have learned a lot in only 3 months. This was due to the fact, that I had some great supervisors who really took their time to teach me. Further, each one of my colleagues was really carrying and helpful and where always willing to help. The working atmosphere was perfect here at the AOS office, I really enjoyed being part of this team and also being considered as a team member. I am really

thankful to all my colleagues for enabling me such a great time here at Asian Overland Services.

Besides working, I still had time for travelling, making excursions and going out. At the end of March, my flat mate Inge, and one of her Dutch friends, Femke, and I went to Redang Islands, situated on the East Coast of Malaysia. This was a great adventure, as we were going snorkeling, surfing, diving and playing soccer or volleyball on the beach. It is really a relief, leaving the 'big city' once in a while in order to regain energy.

In my free time, I often went out for dinner with some of my colleagues, we went together for bowling or movie nights were organized. During the 3 months stay here in Malaysia, there was no single second in which I got bored.

The internship at Asian Overland Services in Malaysia, Kuala Lumpur, was definitely a lifetime experience. Due to various stays abroad I already often had to say 'good-bye' but this good bye from Malaysia, my friends and working colleagues will definitely be the hardest one.

I will miss each and every one of them.