

**My internship with First Light Travel in Auckland, New Zealand**  
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**Why New Zealand?**

In 2009 I worked on a cruise ship for five months and one country we visited was New Zealand. I only got the chance to see all these beautiful places for a couple of hours and then return to work. Anyway the impressions I gathered were stunning and I wished to have the possibility to stay longer and experience more of this picturesque country.

After I decided to study International Tourism Management, it was absolutely clear in my mind to spend one semester abroad in New Zealand.

As my main emphases in my studies are Tour Operator Management and Controlling, I wanted to spend my internship at a Tour Operator. Luckily I got the chance to do my 5 months internship with First Light Travel in Auckland, New Zealand, a small inbound tour operator specialized on adventure travel and self drive tours in New Zealand, Australia and the Pacific Islands.

Besides getting to know this wonderful country, I wanted to improve my English and of course learn more about the work at a tour operator.

**The Company**

First Light Travel is a full service, licensed leading inbound tour operator located in Auckland City, New Zealand which is specialized in adventure travel and self drive tours.

First Light Travel expanded in the last years and developed a broad spectrum of unique experiences in New Zealand, Australia and the South Pacific.

After receiving an online enquiry, one of the travel consultants will get in contact with the client and works closely with him through all stages of planning. The consultant is available for the client at any time, also during the journey and of course after the journey. The client can choose whether he prefers personally guided tours, self drive tours, group tours or backpacker tours and how much money he intends to spend. The Travel Consultant then creates an itinerary that matches perfectly with the client's wishes including accommodation, car rentals, activities or air tickets.

### **My duties during the internship**

During my internship with First Light Travel my main tasks were uploading new rates and new product information for the upcoming season into the system, as well as creating new suppliers in the system and checking and preparing travel documents before sending them to the clients. Besides I worked on the First Light Travel website and I assisted with publishing articles and blogs on their own website and on the Tourism New Zealand website. Furthermore I had to check all incoming supplier invoices and had to load them into the system before they were ready to get paid. Therefore I got a very good insight on how a tour operator works and handles the daily business.

### **Summary**

The decision to spend my semester abroad in New Zealand was a great decision. New Zealand is such a beautiful and stunning country and I have learned so much in these 5 months. I got the chance to see the best New Zealand has to offer and can't wait to travel to New Zealand again.

The internship helped to get a better insight into the daily work procedures of a tour operator. I learned a lot about New Zealand, its best attractions and history and I definitely improved my English. It was a unique experience that I will never forget!

I really want to thank the Willy Scharnow Stiftung for the scholarship! It was such a great support and it gave me the opportunity to experience this wonderful country.