

## **My internship in New Zealand**

Company: First Light Travel New Zealand

Report from Sina (International Tourism Management Student)

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### Introduction

New Zealand is one of the most beautiful places in the world and it had been my dream to visit this country since I was a little child. Now I have taken the chance to make this dream come true and spend my semester abroad in Auckland, New Zealand. The country is one of the most stunning places in the world that I have ever visited! I'm absolutely fascinated with the different landscapes, snowy mountains, nice beaches, lush green forests, wild rivers, "thermal wonderlands" and beautiful lakes combined with a bit of adventure.

Besides being my own dream to visit New Zealand, this country has become more and more important to the European travel market, especially because of the large number of adventure activities. These are the main reasons why I have chosen to spend my semester abroad in New Zealand!

### Company Profile

First Light Travel is a boutique tour operator based in New Zealand, which specializes in adventure tourism.

For the past decade they have been developing and refining a broad spectrum of exciting experiences in New Zealand, Australia and the South Pacific. It is a full service, with licensed travel agents, which saves the client's time and money by handling all aspects of the journey including air tickets, accommodation, car rentals, trains, ferries and coach reservations, insurance and activities.

### My tasks during the internship

During my internship at First Light Travel I mainly worked on the New Zealand division, but I worked on the Australian website as well.

My main duties were updating new rates in the system, working on the homepages and double-checking the travel documents before I printed them and posted them to the customers. Over the last month I also received booking enquiries and planned suitable itineraries for the customer. I can say that I improved my writing and speaking skills and learned a lot in dealing with clients and suppliers.

Here is a rough overview of my duties at First Light Travel:

- Writing, reviewing, updating, and making key changes to our websites and supplier management system
- Assistance with client matters – preparing client arrangements and documents
- Competitor and supplier research, including evaluation of new product opportunities
- Responding to client enquiries

## Summary

To sum up my experience, I really can say that I enjoyed every minute in New Zealand and the internship was extremely helpful to find out if my chosen main emphasis with Tour Operator Management was the right decision!

I can say now, that I improved my English and that I saw the best of New Zealand and this made my childhood dream of a New Zealand holiday come true.

Even though my time was not always as easy I had expected it to be, I'm really thankful that I got the chance to come to New Zealand and to learn and work with First Light Travel and that they gave me the opportunity to see as much as possible of New Zealand.

I loved my work in the office and enjoyed learning more about New Zealand, its attractions, the history, the cultures and about inhabitants, but I also gained working experience, which is very helpful for my future!

First Light Travel offered me the opportunity to experience New Zealand at its best and I got the chance to see most of New Zealand's attractions. It was an adventure, which I will never forget and time in New Zealand was just perfect!

The internship showed me, that I really love the work in the tourism industry and I'm absolutely sure now, that I will work later as a Tour Operator in Germany!

Thanks First Light Travel for my amazing New Zealand experience!

I also have to say many thanks to the Willy Scharnow Stiftung for the scholarship which was a great support and which made my trips throughout the country possible.