



FINAL REPORT

At the time when I arrived at the airport in Frankfurt a strong cold wind hit me and I could not think about anything else but the lovely hot weather in Malaysia. Looking back at three very exiting months in a country where so many nationalities are living together peacefully, I must admit that I will not hesitate to go back once again, staying even longer or at least experiencing more of the nation's natural wonders and human hospitality.

Spending six weeks at the MICE department I was involved in further projects as the development of a hotel guide booklet for AOS and its global partners and contractors featuring all the 3-5 stars Hotels around Malaysia. The selection and collection of necessary information included a profound desk research and many phone conversations with hoteliers. Furthermore, I was asked to translate letters and contracts from Germany and handling enquiries for various conferences from France. After that I was moving to the Tours & Travel section of AOS where I have been working closely together with the Europe Team. I have been assisting in planning of itineraries, controlling costing sheets and contracts for the upcoming event "DerTour Reiseakademie" in November 2007. Furthermore my supervisor Mr. Noor assigned me with the draft of a new customized itinerary for Marco Polo, Germany, including a detailed tour description, selection of hotels and restaurants and the preparation of a costing proposal. He also wanted me to work independently and to come up with new ideas and suggestions on my own, however the same time offering a helping hand whenever I had some questions left. The management of this department was quite different as we had daily meetings starting early in the morning, where everyone had to share his/her work with the others and where a more efficient work division has been discussed. According to me this should have taken place also at the MICE department as the delegation of work there was a bit out of control and also the internal communication left some room for improvement.

On our schedule it was stated that we should end our internship in Langkawi working for Mr. Wong's Eco-Resort, called "The Frangipani Langkawi Resort & Spa". Despite some difficulties with the arrangement of our flights the transfer was well organised and upon arrival we had time to recover for two days, exploring the island and forgetting about the hustle and bustle in Kuala Lumpur. On our first working day we have been attending the daily meeting led by the former Austrian General Manager Mr. Egon Lassmann.



Because of his Austrian origin our welcome was very nice and special in a way.

Mr. Lassmann seemed to be very happy to meet someone of his country and to share his memories about Vienna with me. Unfortunately he handed in his resignation before we arrived, so we have only seen him in the first two weeks. Generally speaking, the Frangipani Langkawi Resort & Spa puts a lot of emphasize on the importance of environmental protection. Plenty of sustainable tourism practices have been implemented and today the resort is proud to act as a role model for other hotels how to save and minimize the impact on the environment. Altogether there are 120 so called green practices, among these are:

- Production of own soil compost from kitchen waste mixed with dried leaves and organic waste in old bath tubs
- Reparation of stranded boats from the Tsunami disaster in 2004, which operates today as the resort's sunset bar
- Recycled timber and tree trunks which are used as signs and landmarks
- Plantation of fruit trees and organic plants to reduce kitchen costs
- Strict separation of resort waste materials into paper, plastics, aluminium cans, glass and metals
- Promotion of green practices to guests, school children and locals
- Recycling water from kitchen in order to water garden plants
- Building of own wetland

Langkawi is Malaysia's perfect island getaway for rest and relaxation. The Resort stretches along 400 meters of white sandy beach along Pantai Tengah, located west of Langkawi. It has 118 modern and spacious bungalow rooms, villas and suites amidst soothing natural surroundings. I have been working one week at the reception and another week at the restaurant. In between a site inspection for our fellow colleagues from the Kuala Lumpur office has been organised through their Director of Sales. Therefore, also Andreas and I have been offered to join the site inspection which lasted for 4 days and where we have been staying overnight in one of the best hotels on the island like the WESTIN. The idea behind was to show the staff not only the hotels but also the island and what activities they can offer their clients when putting together a tour or package. For us it was also very important in regards to know what to suggest our hotel guests and being able to answer unforeseen questions about the island. As the Langkawi is quite big it was hard to get around without a car or motorcycle, so this was the perfect way to see and explore more of its beautiful beaches and waterfalls. Different markets have



different attitudes and needs concerning a holiday. Therefore, it was really helpful for the staff being able to speak to different Hotel Managers in order to get their view and learn from their experiences. During our site inspection tour around the island we also have been on a night fishing trip, followed by a Mangrove tour including eagle feeding and jungle trekking. Last but not least we went up to the most beautiful look-out point at the island by cable car.

Right after the site inspection Andreas and I followed our Director of Sales Mr. Muniandy and his assistant to Taman Negara National Park in the state of Pahang, to one of the oldest rainforest in the world. Being admits the most proposed tours for visitors Andreas and I were eager to get it to know by ourselves. We had our private tour guide with whom we participated in a night wildlife observation tour and a full day trekking tour including the Canopy Walk (crossing over plank bridges at the tree tops). Being bitten by leeches and having shared my room with a rat, I would call this trip as very adventurous and unforgettable.

Both of us spent another working week at the Frangipani Resort, however two of our former colleagues and friends visited us on the island and we finally flew back altogether to Kuala Lumpur. Upon arrival we dropped by at the office for a final goodbye in order to thank everyone for their patience and hospitality. In the evening we went out with our closest friends celebrating our farewell and the next day we flew back to Germany.

Summing up my report and taking everything into consideration – the good moments as well as the not very good ones – I am happy and satisfied having chosen this unique opportunity to learn about the Asian culture and getting a glimpse into Malaysia's business life. I am thankful for everyone supporting me and making this trip possible. Needless to say, to me it was more than a trip as I have gained new friends to whom I feel already very close to. Nobody knows where he/she will end up in the end but one thing I know for sure that I will return back to Malaysia one day.