

**Long-term Internships of Bachelor Students
of Freie Universität Berlin in China**

Profile for a Prospective Internship Position	
Name and Location of Company  Lufthansa	Lufthansa German Airlines – Beijing Office S101 Beijing Lufthansa Center, 50 Liangmaqiao Road, Chaoyang District, Beijing, 100016, P.R. China www.lufthansa.com
Starting date of the internship, duration in months	01.08.2008, 6 months
Location of the internship	Beijing
Main responsibilities of the intern (keywords)	In one or more of the following departments: 1. Customer Service: <ul style="list-style-type: none"> • Reservation and ticketing with the global Amadeus System, including customer service and support, telephone sales, as well as handling day-to-day enquiries from customers, e.g. seat reservation, fare quotations, timetable information. • Miles&More Program in our customer database Connect 2: Customer enquiries and information concerning mileage accounts, recommendations for earning and spending miles etc. <ul style="list-style-type: none"> • Passenger handling at Beijing International Capital Airport, encompassing Check-In, Boarding, Back office tasks. 2. Key Account Management: <ul style="list-style-type: none"> • Updating of several contracts of corporate customers for the year 2008/09. • Customer Entertainment and Networking: Customer visits and luncheons, as well as evening events for information exchanges and search for potential new customers. • Sales Leads Processing: Customer acquisition by telephone and Email in order to inform the potential new customer about the possibilities of a corporate agreement. 3. Marketing: <ul style="list-style-type: none"> • Sponsoring: Handling and organizing of sponsor tickets, comprising flight bookings and price information. • Event Management: Part of the organization team for customer events, FAM trips and trainings. • Merchandise and Promotion Material: Monitor and update stock, give creative input for new designs. • Independent handling of smaller projects

Preference for candidates with the following major(s)	Preference for candidates majoring in business studies or economics. Candidates with other majors in humanities or social sciences possible, if they have basic knowledge of the economy
Skills required	Strong communication and excellent social skills, interest in the airline business Responsible, down to earth and flexible, open minded, outgoing personality, MS-Office literate
Language requirements	Very good command of oral and written English
Chinese language necessary?	Not necessary
Remuneration per month (in RMB)	2500 CNY
Other benefits	Discounted flight ticket
Additional remarks	