

RESEARCH REPORT

Student's Name
Institutional Affiliation



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Transmittal Memo

To: President of AlpQuencher

From: Director of Intern and Recruitment

Date: 2-3-2015

Subject: How intern has been prepared for your trip

As stated in your first memo, you will be accompanied by a new intern on your trip to New Zealand. The intern will be your basic facilitator. His/her duties will be hiring cabs, ensuring that technical support is available in case you need it, carrying your folder and documents that contain your speech. In addition, he/she will also be fetching coffee and do any other duties that will allow you to better concentrate on your meeting. The research report is imported because it will help the intern to understand what is expected from him/her and what he/she will be doing to make sure everything runs smoothly. The accompanying intern is supposed to make sure that he/she has carried the duties effectively. He/she has done enough research about what is expected from him/her and has been contacting different companies such as reputable taxi companies in New Zealand to enquire about their services. He/she has chosen a cab company that he/she felt will offer the best transporting services during your meeting.

Introduction

The President of AlpQuencher will be attending a meeting in New Zealand in order to set up a distribution network for the firm's products. During the time, he will be attending the meeting, the president is expected to be busy

meeting and addressing people. The intern who will be accompanying him will work as his facilitator, where he will be carrying out simple tasks to ensure that the president is focused on his agenda. The paper explains how the intern has prepared for the upcoming meeting in New Zealand.

Mode of Transport to Be Used

Most meetings are expected to start at around eight in the morning or in the afternoon at around two. The president is expected to arrive at the meetings early because, as stated earlier, punctuality is a key factor when it comes to business etiquettes in New Zealand. The New Zealand tradition, when it comes to attending meetings, is that you are supposed to arrive early before the meeting starts. By doing this, you will have enough time to settle and, therefore, will concentrate on the meeting ahead of you. For this reason, I did research on different companies that offer transport services, in order to get the best one that offer quality services at affordable rates. The company that will provide the driving services to the president is Maxi Taxi. The company has a fleet of more than 60 vehicles that are in a good condition (Curry, 2011). Most cars owned by the company are small station wagon cars suitable for carrying three people. In addition, they also have bigger cars that can carry many people. Bigger cars can be used if the president decides to go somewhere with his guests.

The company offers its services for affordable prices, letting people get to different occasions across the country (Rewi, 2012). Their friendly staffs, such as drivers and customer service, will ensure that our transport runs smoothly throughout the meeting. The driver is expected to arrive at our accommodation area early enough to ensure that we will get to the meeting on time. He will then wait for the meeting to end and transport us back or to other places if needed. I have already booked the cars that will be used during this trip. It will be one big and a small one; the bigger car will

be critical for transporting a large group of people after the meeting. The bigger car is good because the president is expected to be hosting some visitors after meetings.

The reason I chose this company is because the reputation of the Maxi Taxi Company speaks for itself. The company has transported respectable dignitaries for over five years. They also charge their services at a competitive price. Therefore, by considering these factors, the company will offer quality transport service.

Technical Support

Technical support is another duty that the intern is supposed to carry out. As a technical support, he/she will provide technical and network problem resolution for the president. His/her duties will be:

- Gathering information about the target customers and determining their issues by analyzing the symptoms.
- The intern is expected to be interacting with people to provide information in response to concerns, request and inquiries about the product that the company is expected to start offering in New Zealand.
- Diagnosing and resolving technical software and hardware issues, such as internet connectivity, email client, just to mention a few.
- Gathering information and ideas from the local that the president will communicate in order to address a different issue.
- Stay updated with system information and changes.

To achieve the above mentioned tasks, the intern has learned skills and knowledge that will help him/her to perform the duties effectively. Some of the skills that he/she has acquired are: proper communication skills that

include learning proper phone etiquettes critical when he/she is communicating to the customers or any other person. The ability to write and speak clearly and accurately will help to interact with people during and after the meetings. Proficiency in grammar and typing skills are important since the intern will be sending emails on behalf of the president. He/she has also learned customer service practices and principles that are critical in order to interact with the potential customers.

Buying and Giving Gifts

Gift-giving is a common practice for New Zealanders, especially when meeting new people. They consider receiving a gift from their guests as courteous and a symbol of gratitude and appreciation. No lavish gifts are expected, but simple ones, such as flowers and chocolates for the ladies and books for the men are highly welcomed and appreciated. In order to be sure of what gift should be given to which person, research on the host to establish what their interests are. This is important because giving the wrong gift is perceived to be rude and a sign of ignorance.

Research has been done in order to understand which events are appropriate for gift giving. It is more appropriate to give gifts during dinner dates because events held during dinner dates are considered more informal and are meant for social interactions.

Since New Zealanders believe in the culture of opening gifts once they are received, we have ensured that the gifts are wrapped in a way that is easy for the recipient to unwrap. If not sure about the wrapping, we intend to seek all the help we can get from the attendants.

There are various reputable gift shops in New Zealand (Atkinson, Bennett, & Kennedy, 2010). Having gone through some reviews on the best gift shops in

New Zealand, we came up with about four options that we will visit. However, our top of the list gift shop is the Kiwiana Gift Shop because it offers a variety of choice.

Mode of Dressing

Proper dressing is very important in New Zealand (Oettli, 2009). The types of events that are to be attended should be taken into great consideration when shopping for clothing to be worn during the event. Dressing in a way that does not coincide with the event is considered to be a sign of disrespect for the New Zealanders' culture and customs. New Zealand weather is also a key factor to consider because you do not want to be overdressed.

Dressing according to the occasion is highly recommended, especially when you are about to establish business ties. First impressions are very important because most of the time one is addressed according to the way he/she is dressed.

For business lunch dates, we have opted to keep it formal because it is still working hours and the work office environment should be maintained. A formal suit, a tie and a pair of black leather shoes are appropriate for this occasion. A business dinner date is expected to be less formal. Therefore, the tie will not be necessary. If the host is a conservative person, we are to avoid being too casual because being taken seriously is important.

For the events that will involve some cultural festivities, having an item of clothing that represents New Zealand is important. This shows that one is open-minded and is willing to learn something new. Taking this into consideration, we intend to shop for some New Zealand cultural attires.

Conclusion

The intern has prepared for that meeting. He/she is expected to carry out his duties effectively to ensure that the president focuses on his meeting. Among his/her duties is to ensure that there is an effective mode of transport system that will be carrying the president during his stay. He is also supposed to purchase gifts that will be given to guests during and after the meeting. In addition, he/she is supposed to offer technical support to the president.