

TRAVEL REPORT

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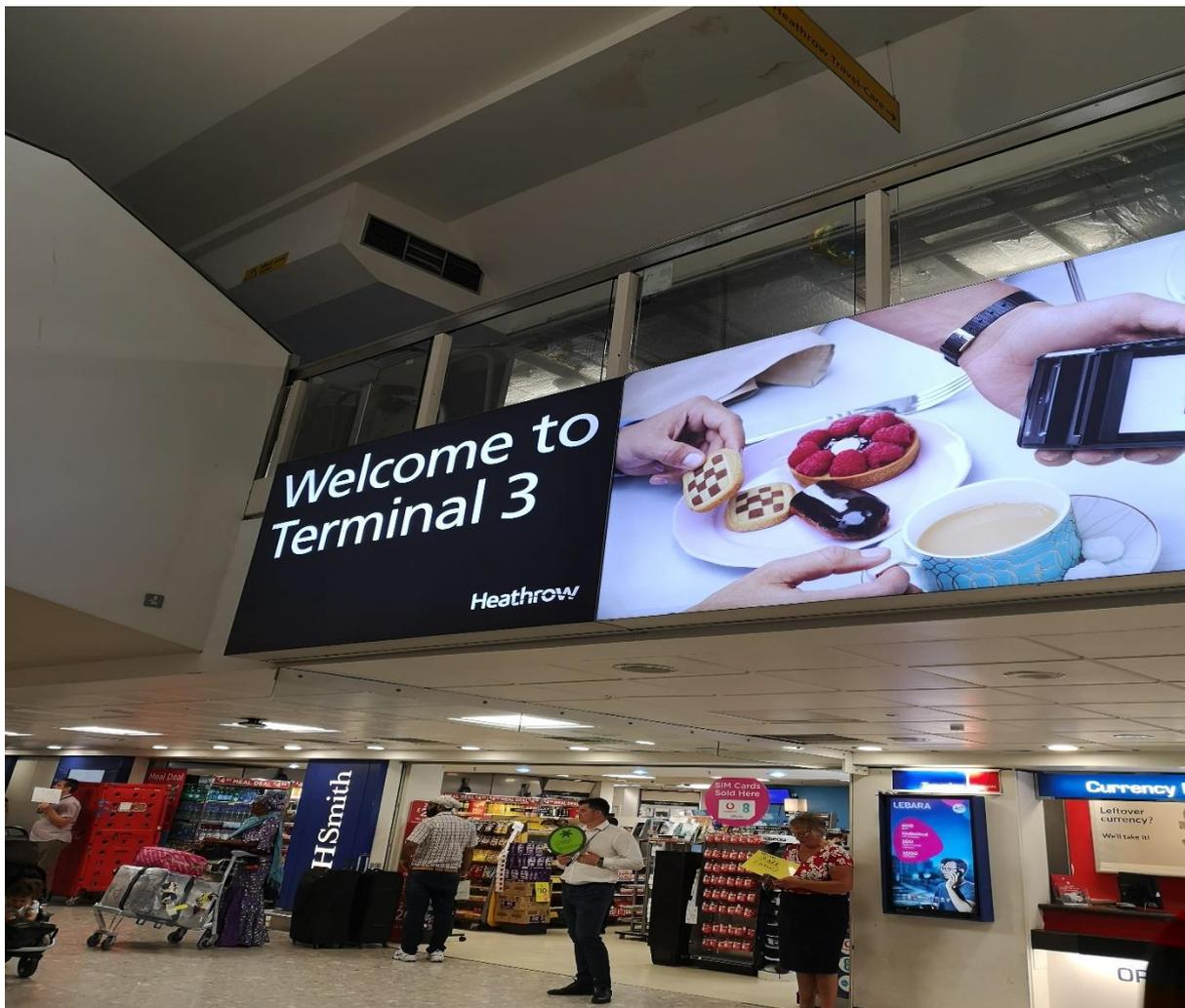
Duration of stay: 1 month

Job title and industry: Trainee

Country and city of destination: London, United Kingdom

On-the-job learning instructor: Mr Rai N Bhatti

I went for an international internship during my studies from 9th of July until 7th of August 2019 to London, United Kingdom. It took almost 3 hours to reach to the Europe's busiest airport "Heathrow airport". When I landed, I had no idea where to go and from where to find the bus or train. Then I contacted one of the staff members. She guided me in her British accent that was hard to understand. But somehow, I managed. I took a 5 mins TFL train (Transport for London) and then 12 mins bus to the Northolt where I planned to stay. Altogether it took almost 35 mins to reach home. So, the first day was very hectic and tiring.



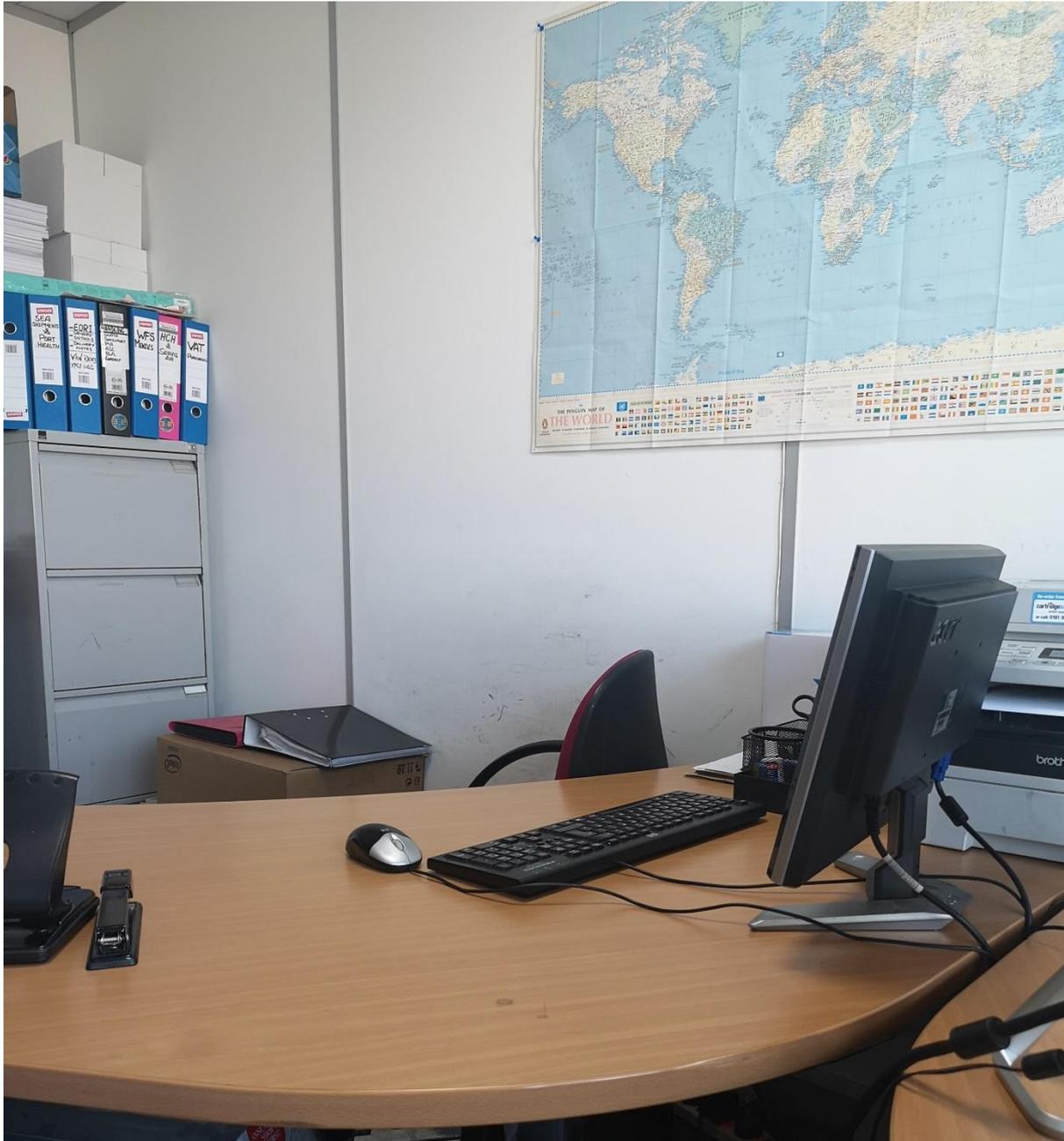
I was staying in my friend's house as a sub tenant in Northolt which was almost 10km away from my workplace. I used to take 2 buses to reach to the workplace that takes 1 hour. Office was quite close to the Heathrow Airport, but the apartments were very expensive there.

Then the next day I went to my workplace. Wakeup at 7am. The whole journey from my home to the workplace was almost 1 hour. I had to change 2 buses to reach there. On the first day at the workplace I introduce myself, my school and Finland. Few of them didn't know about the Finnish language. And they were also surprised to know that in Finland almost everybody can speak English as well.

The company where I chose to do an internship is RnB Cargo Ltd. It is based in London and was about 2km far from the Heathrow airport. It was in a commercial building of 10 floors. My office was on the 5th floor. It was small sized company run by two friends based on partnership. The company's main business was import, export and custom clearance. Most of their clients were Asian food and clothing stores.



Before I decided to go to the UK for an internship, I had an idea in my mind about the cost of living, their culture and their health system. This is because I have been to United Kingdom thrice almost 5 years back to visit my friends and family. London was my dream place to work due to its versatility. London has been popular among people for it's beauty, arts, culture, history as well as fashion, work opportunities and quality of life.



My main task during the training was to maintain the documents related to logistics. Keep the record of daily cargo flights and their respective details on the computer. To check the paid and pending payments from the clients and to process custom clearance documents.

My internship period was 1 month from 9am to 5 pm. I had half an hour lunch break around 1pm. And two coffee breaks of about 15 minutes each. There was a cafeteria on the ground floor of the building from where I used to buy my lunch. Each floor had its own small kitchen to dine in as well.

I worked on two different office software (Sage and CCS UK). Sage is used to keep the records of company's financial information and CCS is used to connect with the airline and HM Revenue and customs.

Mostly I was guided through one to one meeting with my boss. But sometimes I used to study company's previous years documents to gain more knowledge about the work. I also attended office meetings held twice in a month.

Sometimes during my work, I was verbally informed about the work community guidelines. For example, maximum working hours are 48 hours per week. A worker can't be made to work on Sundays unless they agreed it with their employer and put it in writing. Almost all workers are legally entitled to 5.6 weeks' paid holiday a year etc.

There came a situation during my internship when it got very difficult to handle. One day I had to inform the client about their shipment status that it has stuck in the custom clearance and the custom agents want to physically check the shipment. And it will take time to release the shipment from customs. So, the customer got very angry to know this, but I tried to handle the situation somehow.

On the weekends, I go out with my friend because I was not familiar with places. Most of the time we went to the cafes. I also went to the central London with her. It was very beautiful historic city but very crowded.

People in the work community of UK are friendly and communicative. They used to apologies quite often. Discussion about the weather was a must thing in the morning between employees. If you are making a hot drink/coffee offer one to those sat near you was a common thing. If you are going to the shop / canteen to get lunch, ask if anyone wants anything (they pay you back) was also very common among employees. To be on time at work was the most valued thing at my workplace. Working hours were flexible. But the main thing was to complete the task in a designated period was very important.

So, the time passed so quickly that the last day of my internship came. The last day was very hectic and busy. I had to leave a bit early in the evening to catchup my flight. My flight got half an hour late but thankfully not effected by Heathrow airport ongoing strike those days. Reached helsinki by midnight August 7th.

It was wonderful lifetime experience with lots of beautiful memories. I learnt so many new things during my stay. Get to know new people and different culture. Thanks to Omnia for giving this opportunity.