



Be Lufthansa

Intern (m/f) for the Regional Process Team in Atlanta Start: mid of January 2007

Lufthansa Cargo AG is looking for a motivated and qualified student (m/f) to support the regional process coach in Atlanta. We are interested in a student (m/f) who is highly organized, can assume responsibility and take initiative. The intern (m/f) will work independently on assigned projects and receive regular coaching sessions from direct supervisor.

Activities to achieve the training objectives may include the following assignments:

- Research the quality to improve the quality on both sides of the transportation chain: forwarders and Lufthansa Cargo
- Participate in Local association meetings and support these events
- Enhance industry-specific knowledge through research and analysis
- Be in charge of Barrier Removal teams
- Present findings and recommendations in a timely and understandable manner
- Improve the existing philosophy of cargo 2000: The milestone approach and the milestones. The connection between cargo 2000 and R2R/C2K reporting
- Ensure a structured for this self funded interest group of airlines and freight forwarders sponsored by IATA
- Support the Process Owner and Process Coach for the ATLFH region to implement this world wide quality management system

The trainee will acquire skills in the following areas:

- Fluency in American Business English
- Familiarization with the American business mentality
- Familiarization with the American business hierarchy
- Experience in American methods of customer service
- Ability to communicate efficiently with clients and c-workers
- Teamwork
- Ability to work independently and under pressure with a high degree of accuracy and organization
- Ability to multi-task
- Ability to prioritize tasks
- Ability to use good judgement
- Good knowledge in MS Excel, Outlook, Power Point

Please send your application only if you are available for six months, starting this internship 24th of January 2007.

The monthly remuneration is currently 550EUR.