**TRAINNING REPORT**

I did a Higher National Diploma Course as management assistants during an individual study leave within GEFOR Training Centre.

As part of this training and to obtain a diploma, I had to complete three periods of work training I took one from July 15th to August 8th 2014 and the others in November 2014 and February 2015.

These unpaid workplacement assignments are an essential step in a trainee’s professional life because they allow a first contact with the labour market, as well as a practice of theoretical learning and exploration of skills and professional and personal interests in business.

However, the search for a workplacement was not very easy. I inquired within my entourage.

I consulted the database of my training center, professional networks: Viadeo, Linkedin and then I submited a candidacy.

Following these steps, I discussed with several recruiters. Some were less demanding than others during a job interview.

I chose ECOSYNDIC office to do my interships because it is a human-sized company located quite close to my home: at an hour train ride.

**THE COMPANY**

ECOSYNDIC is a limited liability company, headquartered in Paris at 39 rue du Faubourg Poissoniere 75009 Paris. It is a small company in the tertiary sector. It consists of 7 employees including five women and two men. It was created in September 2009.

ECOSYNDIC is a co-ownership trustee, a contractor that provides the financial and administrative management of several buildings in Paris and the very close suburbs.

**THE ATMOSPHERE**

During my workplacements, I was subject to the internal rules of the company. So I had to abide by health and safety rules that are posted in the premises. The working hours that appear on my work placement agreement: namely from 9 AM to 5 PM from Monday to Friday with an hour per day for lunch break. I also had to respect the privacy requirements set by the company.

The Manager of ECOSYNDIC encourages initiative and autonomy of its employees allowing greater flexibility in the work organization. All the employees and I practiced teamwork, incorporating a good relationship between manager and employees.

**MY ASSIGNMENTS**

During my internships I had the opportunity to discover the craft of trustee in every shape and form.

Many missions were entrusted to me. To perform these actions, my tutor, after having described to me my internship tasks and assisted me in my job, left me free to organize my work and complete my assignments.

I greatly appreciated this approach, which helped me realize that autonomy in work is one of the criteria that I require for my future jobs.

The missions carried out in this business can be grouped into three areas: Administrative, Incident Management and Professional actions.

Welcoming customers, the receiving orders, and dealing with Telephone calls and Managing the mailis an essential task for the company because it is the heart of the relationship with

co-ownerships and contractors. I made a daily selection of mails and dispatched to different services (disaster, accounting, transfer, employees)

I was in charge of keeping the Manager’s Diary in perfect order with CRYPTO corporate software. This was an important task since Planning is a main factor of business performance. The manager’s presence and punctuality at business appointments, meetings with customers and on business travel depended to a great extent on precise diary appointments and recordings.

I also ensured the secretarial work of co-ownerships: such as updating with CRYPTO the list of new owners (marital status, address, share owned).

The company set up a Free Safe Space dedicated to each collective ownership on its website www.ecosyndic.com. This Free space that I had to update regularly allowed The property owner to access the situation of his account, to check latest regulations, next calls for capital and see the dates of the next meetings with the syndicate council. He could learn about the events of his building, consult the building regulations and view and pay his bills online.

I assisted with damage management which is a very important task. I had to ensure that the property owners’s insurance policies were kept up to date, were payed regularly and provided adequate coverage. In an event that includes any material damage or physical injury the owners could claim compensation from their insurance company.

I was allowed to use the company’s powerful software for accounting and in assisting the administrative management in the rigorous implementation of a web space dedicated to each collective-ownership.

I used it for listing both the accounting paperwork, and the coordinates for service providers and the property owners.

During my internship, I acquired many new computer and competences and other management and secretarial assistance skills: work organization and prioritization.

I developed a greater sense of organization by planning my work according to the service to be provided and ensuring the management of priorities. I gained more independence and often doing my work autonomously, while implementing the instructions given

I was quickly able to join the team, and acquire the capacity to access customer files and be in contact with customers and suppliers.

My internship at ECOSYNDIC was very informative. Beyond, the discovery of the art of Trustee, and the activity of each department, I learned how the organization of work in the different services of such a firm worked smoothly. Moreover, the friendly relationships maintained between employees of the firm, regardless of the activity performed by each of them taught me how to behave in various work situations.

I learned that the business of a company is performed better in a warm and caring atmosphere.

My internships therefore took place without major worries. I encountered a few difficulties familiarizing myself with the company’s software at the beginning and also in the management of stress facing a new situation.

**CONCLUSION**

What had convinced me to choose this company, among other considerations aforementioned, was its professional reputation both in terms of its services as its well known achievements. I had felt I could develop myself and grow in this environment. My internship work experience proved me right. This immersion in the professional world helped me to focus my career more accurately.

I discovered the various positions in the company and have an insight into their operating. At the end of the training I felt I could contribute my well-trained services to the success of the company's business.