

Internship Report

ASSURANCES AL MAGHRIB AL ARABI



Ikram

ENSEEIHT - Digital Sciences

Technical Supervisor: Mr. Abdelhake EL OIFA

Period: July 2, 2024 - August 31, 2024

Introduction

As part of my first year at ENSEEIHT, I completed an observation internship at the company **ASSURANCES AL MAGHRIB AL ARABI** in Beni Mellal. This 9-week internship allowed me to discover the insurance sector, acquire practical skills, and understand the internal operations of a company in this field.

Internship Objectives

The main goal of this internship was to observe, learn, and contribute to certain administrative and operational tasks within the company. The assignments given were tailored to an observation and support role, with an opportunity to interact with various departments and familiarize myself with the insurance industry.

Tasks and Activities Completed

During this internship, I was involved in several activities, mainly organized into three areas:

1. Client Reception and Orientation:

- Greet clients upon their arrival at the office.
- Direct them to the appropriate services based on their needs.
- Answer basic questions.

2. Administrative Support:

- Digitization and filing of administrative documents.
- Preparation of client files, ensuring completeness and compliance.
- Updating information in internal databases, ensuring accuracy and timeliness.

3. Observation and Learning:

- Participation in internal meetings and training sessions.
- Observing insurance management processes, particularly in policy management, claims handling, and client relations.
- Understanding risk management mechanisms and common practices in the insurance industry.

Skills Developed

This internship allowed me to develop several skills, including:

- **Communication and Client Relations:** By welcoming clients, I learned to listen actively, respond to their needs, and guide them efficiently.

- **Organization and Attention to Detail:** Managing documents and data taught me the importance of precise and well-organized work.
- **Discovery of the Insurance Sector:** Observations and training provided me with an overview of the operations of insurance companies and the services they offer.

Conclusion

This observation internship was a rewarding experience, both personally and professionally. I was able to discover a structured work environment, understand the basics of insurance processes, and develop practical skills useful for my engineering studies. This first immersion into the professional world strengthened my adaptability and my interest in the internal workings of companies.

I would like to sincerely thank **Mr. Abdelhake EL OIFA** and the entire team at **ASSURANCES AL MAGHRIB AL ARABI** for their warm welcome and guidance during this period.