

UNIVERSIDAD DE LOS ANDES
FACULTAD DE HUMANIDADES Y EDUCACIÓN
ESCUELA DE IDIOMAS MODERNOS

UN ESTUDIANTE DE IDIOMAS MODERNOS EN EL MINISTERIO DEL
PODER POPULAR PARA RELACIONES EXTERIORES DE VENEZUELA

Br. José Correa

Mérida, noviembre 2010

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A STUDENT OF MODERN LANGUAGES AT THE MINISTRY OF
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Informe final de pasantía presentado por el Br. José Correa como requisito parcial para optar al título de Licenciado en Idiomas Modernos.

Hoja de identificación

Nombre y apellido: José Alfredo Correa García

Cedula de identidad: 17.200.425

Carrera: Licenciatura en Idiomas Modernos

Tutor académico: Judith Febres

Título del informe: A student of modern languages at the Ministry of Popular Power for Foreign Affairs of Venezuela.

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Responsable Institucional: Lic. Liliana Gamboa

Cargo: Coordinadora de Eventos

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INTRODUCTION:

Diplomacy is a method used to influence foreign governments through dialogue and negotiation, instead of war or violence. The word “diplomacy” is derived from the ancient Greek *diploma*, which means an object folded in two parts, a reference to the documents through which princes granted permission to travel and other privileges. Diplomacy is often confused with foreign policy, but the terms are not synonymous; the foreign policy of a country comprises the general goals it seeks to accomplish in its relations with others countries. Together with strategies for achieving them. Diplomacy is the element that carries out a country's foreign policy.

The Vienna Convention on Diplomatic Relations of 1961 is an international treaty that defines a framework for diplomatic relations between independent countries. It specifies the privileges of a diplomatic mission that enable diplomats to perform their functions without fear of coercion or harassment by the host country;(*) this forms the legal basis for diplomatic immunity. Its articles are considered a cornerstone of modern international relations. It has been ratified by 186 countries including Venezuela. The 1961 UN Vienna Convention on Diplomatic Relations will mark its 50th anniversary in April 2011.

The Diplomacy in Venezuela has had a considerable participation in the international scenario; Venezuela as an independent and democratic nation has consolidated its international relations in order to generate a climate of understanding and cooperation with other nations. The foreign policy of Venezuela has been focused on seeking the economical and political integration with powerful nations. Nowadays, the diplomatic relations have transcended borders and ideological barriers; Venezuela promotes the open dialogue with nations that share common interests.

A Chancellery represents the site of foreign affairs of a nation with others nations through embassies, consulates and diplomatic representations. The Ministry for Foreign Affairs defends the sovereignty and the national interests (politics, economy, and culture) of a country in front of other nations of the world. Venezuela has maintained strong relations with most Latin American and Western nations. The Ministry for Foreign Affairs is responsible, both nationally and internationally, for the planning and execution of its foreign policy

I carried out my internship period at the Yellow House in Caracas. Working as a member of protocol staff gave me the privilege of being with important people from around the world, sharing with them at different times and places here in Venezuela and getting to know its work better. However, it also gave me the huge responsibility of being a diplomatic guide of many diplomatic representations. I worked as the protocol representation and the host figure that

received and guided the guests visiting Venezuela to the official ceremonies that the Venezuelan state offered.

This great work developed at the Coordination of Events of the Direction of Protocol of the Ministry of Popular Power for Foreign Affairs was an experience which meant a big challenge for a student of the School of Modern Languages. Three months of internship allowed me to participate in many official activities (meetings, summits, diplomatic missions and integration commissions and bilateral meetings) in each one of them I was in charge of, which required discipline and responsibility.

It is significant to emphasize that this report will be structured with the profile of the host institution, the nature of the internship, the reflection essay and conclusions. In each one of these structures I am going to develop my work experience at the Coordination of Events of the Direction of Protocol.

PROFILE OF THE HOST INSTITUTION

Brief history of the Yellow House “Antonio José de Sucre”

The Yellow House is a building that is undoubtedly an important example of the historical, cultural and architectural legacy of the Bolivarian Republic of Venezuela. It is located in one of the four blocks that limit the Bolivar square, the old market square of the colonial period and a strip of important foundational area of Santiago de León de Caracas. Its history goes back to the seventeenth century and indeed its walls have witnessed events of great importance for social and political life of colonial and republican period, which marked forever the history of the Venezuelan nation. For this reason, this building was declared National Historic Monument on August 16, 1979.

In the official gazette No. 31678, the National Executive decided to preserve the respect we owe to this house because it is not only a historical and cultural heritage to be preserved, but a unique resource of collective identity for the future of our democratic and progressive nation. (**)

Constructive phases:

Housing (1568-1630)

According to a map made by the governor Francisco Pimentel (dated 1578), the land on which the house Antonio José de Sucre is currently located was part of a much larger property. A patio that occupies one fourth of the block that was

used as a residence. This site should have been very important because it is located across from the square next to Diego de Losada's Residence. (**)

Royal Prison (1689-1696)

In 1689 the city council purchased the house of Martinez de Villegas y Ladrón de Guevara to build the headquarters of the Royal Prison, which the city lacked.

City Council or Chapter Houses (1750)

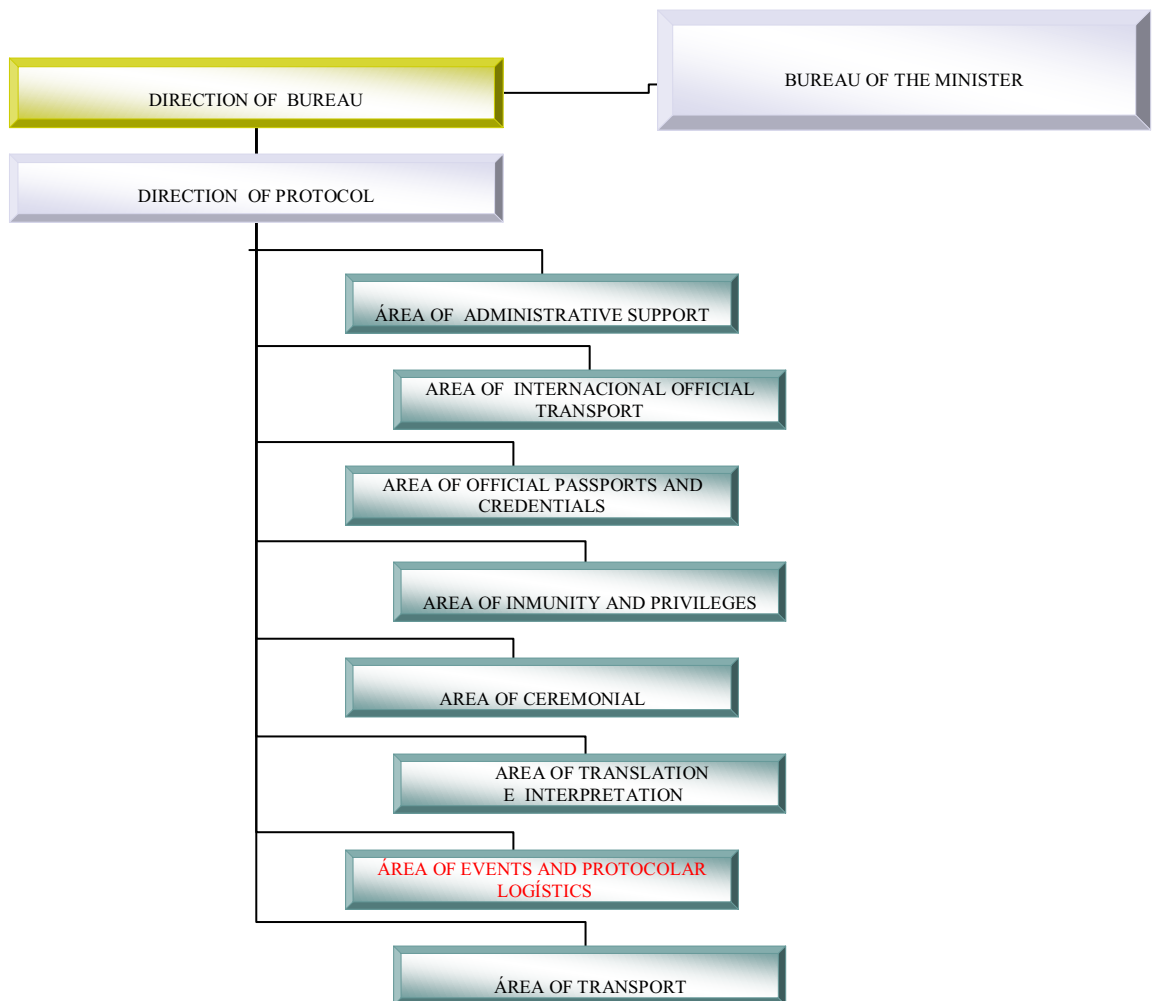
The new headquarters of the municipality of Caracas, the "chapter houses" recall that, since the founding of Caracas, the City Council sessioned in the "Royal Houses", which also housed the two most important civilian institutions: the prison and the residence of the governor of the province.

Government House

In 1831, during the second presidency of José Antonio Páez, the central government tried to buy the provincial council of Caracas- legislative body of the province since they assumed the duties of the Caracas City Hall. In 1828 after the removal of this one, the building of the Royal Prison was rebuilt. However, negotiations did not materialize until 1840. Once the government obtained the title, the unification of the old municipal government and royal prison estate began for transforming both into the new Government House. These two parcels are part of the current House "Antonio José de Sucre". (**)

From 1912 and until today, the Yellow House “Antonio José de Sucre” has served as headquarters of the Ministry of Foreign Affairs. It has a beautiful architecture with religious works, portraits and sculptures of heroes of the Independence, furniture dating from the seventeenth and eighteenth centuries, maps and prints of the American continent and tapestries that allude to important events in the history of Venezuela. On August 16, 1979 the Yellow House was declared a National Historic Landmark. (**)

ORGANIZATIONAL CHART



NATURE OF THE INTERNSHIP

In this part of the report I will mention the most important activities I did during my stay at the Yellow House “Antonio José de Sucre.” Undoubtedly, all experiences were unique; in each one of them there were especial and unforgettable moments in my life, each activity was an ideal opportunity to improve my academic and skills. The activities were developed during three months in different positions: Protocolar Assistance, Logistics Coordinator and Diplomatic Attaché.

As a member of the Coordination of Events of the Direction of Protocol, I was required to work from 9:00am to 5:00pm from Monday to Friday, but at times I had to work on Saturdays and Sundays if there was any official activity no matter what time. It was indispensable to dress formally with dark suit, white shirt and discreet tie. One essential requirement as a member of the protocol staff was to keep total discretion and politeness. Being part of protocol staff means being the representative image of Venezuela toward the rest of the world, the good behavior will be seen as synonymous of cordiality, friendship and respect, these are memories that foreign visitors will never forget.

The diplomatic protocol is one of the most important representations at the Ministry of the Popular Power for Foreign Affairs; this figure is always present at the official activities to organize, direct and represent the formality in all its

dimensions. Therefore, it is very important to do an excellent job. The protocol has its own rules, the goal of a protocol staff is to keep the order in the development of the activities from the beginning to the end, for this reason it is important to have a program of activities that has to be followed strictly.

Protocolar Assistance:

This figure is seen as a way of formalism and organization in the development of any official activity, the protocolar assistance always collaborates with the fulfillment of the rules of protocol and it also performs as an organizational figure in each activity.

I undertook the following tasks :

- Receiving and welcoming the different diplomatic personalities to the country.
- Guiding guests to the place of the event (conference room, hotels, institutions of the state, National Pantheon and Miraflores Palace).
- Making sure all guests were seated on the right place.
- Being on the alert for any requests made during the development of any activity.
(photocopies, paper, notebooks, and laptops)
- Planning and conducting official visits.
- Planning and conducting official ceremonies at the airport.

-Logistics coordinator:

The logistics coordinator is the person who is in charge of the necessary procedures or applications, for the realization of any official activity of the

Ministry of Foreign Affairs. These include security, transport, accommodations, food and the preparation of the conference rooms

My tasks included the following:

- Writing requests and memos for bodyguards at the Direction of Security.
- Writing requests and memos for drivers at the Direction of Transport.

-Diplomatic *Attaché*:

The meaning of being *attaché* consists on taking care of everything related to the visits of foreign people who come to attend official meetings with the Venezuelan government; this diplomatic figure has the responsibility of coordinating the official agenda of the diplomatic guests.

I undertook tasks such as:

- Receiving the diplomatic representations at the international airport “Simón Bolívar”
- Guiding the diplomatic representations to the hotels.
- handing the corresponding keys of the rooms to the different diplomatic representations.
- Conducting the official agendas of visits in the country.

- Confirming the place and the time of the official meetings.
- Helping with the communicational interaction in the English language.
- Resolving any unexpected circumstance during the visit.
- Making sure that security and transport staff are working.
- Confirming the arrival and departure of the diplomatic representation.

The internship is always directed to strengthen the skills; these are basic elements in any professional life. The institutional internship is an experience that helps students become aware of the abilities and academic knowledge useful to contribute to any institution. In addition, it is well known that an internship is a training period that evaluates the responsibility, punctuality, work ethics and interpersonal skills students have. In this sense, the host institution does an integral evaluation of the intern. The goal of the internship period is to select qualified employees that will probably have the chance to get a job at the host institution.

During my internship period I was able to confront a real work environment where I found human and cultural barriers that had to be knocked down, although the two most difficult parts of a diplomatic environment were the socialization with diverse and complex people in terms of hierarchy, seniority and personality traits. Second, it was the cultural diversities of foreign people who visit Venezuela every day; it was very important to know the political, economical and religious

characteristics of each foreign representation. I had to learn some details of the cultures of India, Germany and Syria, in this way I was aware of what I was doing.

REFLECTION ESSAY:

This section of the report presents my work experience as a member of the protocol staff, I will also show the learning that each experience left me from the beginning until the end of the internship. It is well known that real knowledge is acquired through hands-on experiences which contribute to the personal and professional growth of human beings. I consider important the need of expressing the difficult and good moments that I lived during the internship.

My work as a member of the protocol staff at the Direction of Protocol of the Ministry for Foreign Affairs of Venezuela, required not only an attitude of service to the public, but also the faithful dedication of doing the tasks correctly. When I started the internship I did not really know anything about protocol, ceremonial and etiquette rules; I just knew about my studies of modern languages, so I asked myself: how I could put the knowledge of the English language into practice at a direction of protocol being here in Venezuela. However, the circumstances were totally different at that time, it was necessary to have, at the Direction of Protocol, a staff who spoke English, French, Portuguese and other languages.

This was so because of the numerous visits of foreign delegations to Venezuela. During the last seven years, Venezuelan government has been working very hard in the political and economical integration and the strengthening of the diplomatic relations with countries such as: Cuba, Russia, Byelorussia, China, India, Iran, Syria, Brazil, Argentina, and others.

Every week, the Coordination of Events of the Direction of Protocol had to assist the visits of many delegations that come from everywhere in the world; they come to participate in summits, work tables, bilateral meetings, signature of agreements, bilateral cooperation; economical, political and cultural exchanges. As a member of the protocol staff I had to work in the organization of these activities and to receive the different international assistants.

The work as protocol staff is a full time job, 7 days a week and 365 days a year. I was a machine with human brain that just worked with the purpose of fulfilling the assigned tasks. In the first days at work, some people wanted to take advantage of my good faith, indeed I was an intern and I did not have enough experience to work alone, so I needed the cooperation of my co-workers. In fact, I always knew what my goals were at the Direction of Protocol; I was never worried about that.

I remember those days at the Yellow House “Antonio José de Sucre,” which is a place that preserves historical facts, its colonial structure was decorated with paintings that tell the story of popular heroes and heroines of Venezuela and Latin America; imperial rooms that are used to house the diplomatic meetings. Every time I walked through its corridors, I felt in a real palace. I also perceived the historical memories in each corner of the great architectonic monument.

The term “interrelation” was an essential element that helped me to create excellent relationships in the field of modern diplomacy. Nowadays, being sociable is a necessary quality that everybody must possess. Diplomatic relations are a way of creating links of understanding through dialogue between countries.

In fact, I felt very glad to be with friendly people; I must say it was easy to socialize and the English language helped me to create that connection. Undoubtedly, English is the universal language that most of the diplomatics around the world speak.

The first days of my internship were moments of adaptation; I needed to explore the work environment and to meet my co workers, step by step I was got confident around my work, it was necessary to break the fear and to show my wishes of collaborating. Initially, the goals of my internship were clear, I always wanted people to feel satisfied about my job; I had the boldness to ask about things I did not know. In this sense, I was sure that what I was doing was correct, I was not afraid of making mistakes, because I felt confident.

In my labor, I tried to keep an environment of respect and solidarity with all the people who interacted with me. It was important to create an environment where foreign people could feel at home. One of my tasks was to make sure that foreign guests enjoyed their visit to Venezuela. Honestly, it was a real satisfaction to collaborate with the visit of diplomatic representations from everywhere in the world.

With respect to the use of the English language at the internship, I always practiced the language with foreign guests, my co-workers and members of embassies. I read and checked official documents in English; I once performed as an interpreter in a meeting of foreign delegates. I had the opportunity of participating in the OPEC Fund for International Development Meeting, the ALBA Summit, and the CALC Summit held in Caracas. The English language

was one of the most important tools I used in my internship. To work at the Ministry for Foreign Affairs was fundamental to speak primarily English, French, Arabic, Chinese and Portuguese are optional languages.

Day after day I began to appreciate my job; I liked everything related to foreign affairs and their particularities. Most people thought I was one more worker of the Ministry. In fact, I never dared to say I was an intern, because I was afraid of losing respect and confidence with the rest of the group. It was a way of protecting my job.

It was interesting to know how summits, meetings and work tables were prepared; there were many little details needed to organize them. Indeed, it needed the participation not only of the protocol, but also all the areas of the Direction of Protocol; each area developed its functions in order to achieve the same purpose.

Many ideas came to my mind when I was in charge of the diplomatic missions. The security and the integral protection of the visitors were the first priority for the different diplomatic representations that came to Venezuela. The responsibility of the host country is to guarantee the physical integrity of the diplomatic staff. Unfortunately, I cannot help saying that Caracas is one of the most dangerous cities in Latin America, so it is necessary to be particularly careful with our foreign visitors.

THE UNITED NATIONS

I was assigned by the Coordination of Events of the Direction of Protocol to be the *Attaché* of Mr. Ali Abdussalam Treki, who is the current President of the Sixty-fourth Session of the United Nations General Assembly. It was his first visit to Venezuela; his purpose was to see how Venezuela had fulfilled the millennium goals in terms of eradication of poverty, achieving universal primary education, gender equality, reducing child and maternal mortality, and the number of AIDS infections.

A Millennium Goals Report was delivered by the Venezuelan government to Mr. Ali Abdussalam Treki, who declared his satisfaction with respect to Venezuela's achievements. He also commented "the United Nations is making sure each country is responsible and fulfill its commitments," these words were given in an official meeting that took place at the Yellow House "Antonio José de Sucre."

One of my tasks in this mission was to be in charge of Mr. Abdussalam's agenda, I had to confirm (two hours earlier) the place and the time of the meetings; sometimes the activities were changed for reasons of logistics. However, I had to be ready with the work team to act at any time. Even my work team and I knew how the system worked at the Ministry for Foreign Affairs. I enjoyed Mr. Ali Abdussalam Treki's visit a lot, because I felt identified with the role that some international organizations have played in the world, specially the

United Nations that promotes peace and security among states of the world. The UN is the only international organization that gathers 192 member states.

It is important to highlight that during Mr. Abdussalam Treki's visit, it was extremely necessary to be careful with his personal attentions (food, accommodations, security and specially with his health care) according to my view, his health was the most important aspect during his stay, because it was very weak; he suffered from strong diabetes; so his medical condition always required the presence of his medical assistant who had to supply Mr. Abdussalam Treki some medicines of vital importance.

In one opportunity Mr. Abdussalam Treki had two meetings, the first one at the Yellow House and the other one at Miraflores Palace with President Chávez. When the first meeting finished; we had to move quickly to the Palace. There, a body guard asked me where Mr. Abdussalam Treki's medical assistant was, because he was needed to be next to Mr. Abdussalam for any emergency. Mysteriously, the medical assistant had disappeared, nobody knew his whereabouts; I felt really worried about it. It was my responsibility to be in charge of all the delegation that was with Mr. Abdussalam Treki. The fact was that the medical assistant had irresponsibly gone to the hotel with the Ambassador of Libya's driver. Fortunately, Mr. Abdussalam did not need medical assistance during the interview with President Chávez; otherwise, I would have been in serious trouble.

Fortunately, Mr. Abdussalam Treki's diplomatic mission concluded successfully, his official agenda was fulfilled with positive results. Personally, I felt very glad to have participation in this visit, I was interested in learning more about the Millennium Development Goals. However, I could see with my own eyes how the United Nations work was developed in Venezuela.

DIPLOMATIC MISSIONS IN VENEZUELA

In the diplomatic relations, it is very common to see the diplomatic representation of a foreign nation in Venezuelan territory, the diplomatic representation comes to fulfill a specific mission in Venezuela; the main task of the Ministry of Foreign Affairs, on behalf of the Venezuelan Government is to assist the visit of each foreign representation. Venezuela, as a host nation, has to offer all the corresponding courtesies (security, accommodations, food and transport).

Country: DOMINICA

My first diplomatic task was developed during the ALBA Summit on April 19 in which Venezuelan people celebrated the Bicentennial of the Independence of Venezuela. At that time we had the visit of the Prime Minister of Dominica, Roosevelt Skerrit and his ten year old son. It was the first time I had to use the English language during my internship. Initially, I felt nervous, but I realized the task was not so complicated; I just had to speak naturally with the Prime Minister and his son.

The task was to assist the Prime Minister's son to a medical checkup, because Mr. Roosevelt had to be in the official events related to the ALBA Summit and the Bicentennial Celebrations held in Caracas. For that reason, he could not go with his son. So I had to be with the child and help him with his problem.

I was the diplomatic *Attaché* of the child; to be *attaché* consists on taking care of all the things related to his visit, my task was to be always with him during his visit to the doctor at Miraflores Palace, I had to coordinate with doctors and to know exactly which routine procedures had to be followed, I also had to explain the little boy's conditions, who presented daily strong headaches that affected his normal life. I thought at that moment I was the child's eldest brother, it was a sensation that made me feel well.

I helped doctors in order to communicate with the child; many medical tests were made to the little boy to discard any congenital disease. The fact was that Mr. Prime Minister needed to know what happened with his little son, who had a problem with his vision and he needed to use special glasses. It was evident that in Dominica Island there were not specialists to treat this case which is very common in children.

I played an important role with my knowledge of the English language in this task; I helped to establish a good communicational link between the child and the specialist doctors. I was able to break idiomatic barriers down; at that moment I realized once again I had the capacity of facing any challenge in my life, I could

evaluate my performance and correct my mistakes. It was really pleasant to help people solve their problems. This first experience made me feel a useful person, because my co-workers and the direction of protocol personnel realized that I could do an excellent performance at the Ministry of Foreign Affairs.

Country: INDIA

I was assigned, by the Coordination of Events of the Direction of Protocol, to be in charge of the protocol attendance of the Minister of Gas and petroleum of India, Mr. Murli Deora who came to Caracas with his wife and a high delegation of Indian executives. Before the arrival of the Indian delegation, I had to make sure that all elements of personal security, room reservations, official vehicles, and VIP room at the airport were prepared to receive this honorable visit. I was the coordinator and the person in charge of the Indian Mission. I had upon my shoulders the big responsibility that any intern has ever had. I felt very confident of doing a good job; I had the support of my boss who assigned me to carry out the mission.

My co-workers and I were prepared to start the task; that day we went to the international airport “Simón Bolívar” to await their arrival; there I had expectations about how the task would develop. It was the first time I represented the Venezuelan government in the welcoming of a diplomatic representation of India in Venezuela. There was an unexpected situation with the language, because I knew that Indian people spoke English, but in the first conversation it was a little

bit complicated to understand their Indian-accent, which is a unique variety of the English language, influenced by the Hindi language in terms of phonological aspects. But, thanks to practice, I was able to reach a nice connection with the whole delegation.

During the visit of the Indian delegation I felt very comfortable with their presence. In fact, they are people who are very devoted to their religion, for them religiosity is the essence of living, they are considered not to be vain persons; they are very much worried about enriching their spirit than anything else in the world.

Country: GERMANY

I was assigned to be the *Attaché* of Mr. Jörg Ziercke, who is the President of the Federal Criminal Police Office of Germany (in German: *Bundeskriminalamt* or *BKA*). Mr. Ziercke came to Venezuela to cooperate with the new Bolivarian National Police of Venezuela in the fight against delinquency. When Mr. Ziercke arrived with his delegation, I was at the airport to receive them together with a representative delegation of the German Embassy in Caracas. I did not need to speak German, because most of them spoke English, besides Mr. Ziercke brought his own personal translator who spoke Spanish perfectly.

Maximum security was guaranteed to Mr. Jörg Ziercke, his presence in Caracas city required to implement special security measures in order to protect his physical integrity. There was a large police presence at the airport and during all the stay. I had never experienced the sensation of being in such a stressful

situation, where there were too many guns; the risk of suffering a collateral damage to my humanity was very high. Therefore, I had to check with the security staff the routes of movement from one point to another in the city.

German policemen are very cautious and predictable, they like to arrive on time to any meeting, and punctuality is sacred for them. If we had a meeting at 9 o'clock in the morning, we left the hotel thirty minutes earlier. In Venezuela, this is something totally different. Most Venezuelan people arrive to the meetings 30 minutes later.

Actually, sharing with the German delegation was a great personal and professional experience, which helped me know better their work, culture and way of thinking. I made new friends and received invitations to visit Berlin. I never thought I would be such a lucky person. Thank God I could successfully direct the task as a real protocol assistant. Consciously, I took on the challenge and I exceeded all expectations.

Country: SYRIA

On one occasion, Venezuela received for the first time in its history, the visit of the President of Syria Mr. Bashar al-Assad, who came to strengthen bonds of friendships between Latin America and the Middle East. I was assigned by the Direction of Protocol to be *attaché* of Mr. Bashar al-Assad during two days. My main task was to accompany him in his official agenda in Caracas. I had to be at the Airport "Simon Bolivar" waiting for his arrival; my first activity was to deliver "credentials" to the Syrian delegation.

Fortunately, some of them spoke English, and I was able to interact with the Syrian delegation. They always asked me about any doubt with respect to the rules of protocol or the places that they had to visit. Many times I had to translate the conversations, I must confess that during first translation, I felt nervous because they spoke too fast, it was difficult for me to process that information that was as fast as a computer. Respectfully, I asked them to speak while my brain recovered the rhythm of the conversation.

It was interesting to share with the Syrian people, whose culture is totally different from ours. However, in Venezuela we may find a large Syrian-Venezuelan community that has lived in the lands of Simón Bolívar for many years. They have created their own space to bring up their families; they have created a successful economical development in Venezuela, a country of opportunities. In each corner of the Venezuelan territory, there are families in which their grandparents or parents came from Syria in search for a better quality of life and they decided to stay. So, there are strong bonds between Syria and Venezuela.

The visit of the President of Syria to Venezuela meant the consolidation of the diplomatic relations and the creation of new commercial bonds, Venezuela and Syria need cooperation to continue developing their economies; both countries have the necessary potential to compete against powerful economies of the world. However, the support of the Syrian and Venezuelan people is necessary to channel this integrationist project.

CONCLUSIONS:

First of all, I want to thank God for being alive and for allowing me to present this final report of my internship, during all this time it has been a hard but pleasant work. I reached stages day after day; I have not stopped my personal and academic improvement, because I consider them a fundamental part in the integral development of the human being. In this way we grow up consciously. I can say that life is not only breathing and feeding, we also need to enrich our minds and our souls with study, work and love.

The experience of working at the Coordination of Events of the Direction of Protocol has been an amazing challenge in my life; I was able to improve and strengthen my knowledge in terms of general culture, languages and interpersonal relationships. I experienced how people feel in a work environment, where it is necessary to be tolerant and to accept the mistakes with humility. Being responsible helped me to be respected for my work and treated with sincerity. After the internship finished, my way of perceiving the world is different, I realized that the years that I was studying at the university gave me good results. Three months were enough time to face my fears and to strengthen my weaknesses; each experience meant a new learning in my life, unforgettable moments that will remain indelible in my mind.

I remember my days at school; I dreamed of being an important person, and my parents told me that I had to study a lot to make my dreams come true. Nowadays, I think they did; I could be able to achieve my personal and academic goal, in order to be a better person. Thanks to the University of Los Andes, professors, students and workers. Thanks to the Ministry for Foreign Affairs of Venezuela, workers in general. But, especially to Liliana Gamboa who supported me during all the Internship.

Nowadays, I can say that my internship at the Coordination of Events of the Direction of Protocol was a successful experience. My good work exceeded all expectations; my constant dedication was the key to open the doors of victory. The responsibility and the perseverance were the main elements of working in my internship; I am really convinced that these two elements were my best tactics. Therefore, I want to leave the good example to other interns that will surely read this report. Because the idea is to show the experiences I lived at the Ministry for Foreign Affairs of Venezuela.

The satisfaction of working at the Ministry for Foreign Affairs has been a big step to begin my professional life. It is the appropriate place to develop the skills in terms of languages and international organizations. This institution offers the necessary conditions that any student of modern languages needs to complement his/her career. For this reason, I feel completely satisfied for the work I did at the Ministry for Foreign Affairs of Venezuela.

RECOMMENDATIONS

To the Coordination of Events of the Direction of Protocol of the Ministry for Foreign Affairs:

I would like to suggest the implementation of a standards and procedures Manual for the protocol staff. This will help to improve the performance and the efficiency at the Direction of Protocol. I also want to recommend the coordination of events to be more explicit and detailed with the assigned tasks.

To the School of Modern Languages:

I would like to suggest the restructuring of the Program of Studies in Modern Languages. It is necessary to have practical subjects in the use of the English, French, Italian and German languages; the students need conversational workshops in which the dialogue among them is promoted. I think it is much more convenient to correct doubts of pronunciation and grammar inside the classrooms where the students think about their mistakes, with these conversational workshops the students will improve significantly.

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