

Agency Internship Guide



Developed by:



and

Alpha Alpha Chapter of Gamma Iota Sigma



This handbook was developed by Olivet College students and faculty to be used as a tool for independent agents in anticipation of the agency and the student having a mutually beneficial internship experience.

We hope that this handbook will assist the independent agent who is unsure of where to start in developing a successful internship program. It is our goal to help create a pipeline of talent to help with the perpetuation of the independent agency system in Michigan.

What is an internship? The National Association of Colleges and Employers (NACE) defines an internship as a form of experiential learning that integrates knowledge and theory learned in the classroom with practical application and skills development in a professional setting. Internships give students the opportunity to gain valuable applied experience and make connections in professional fields the students are considering for career paths; and give employers the opportunity to guide and evaluate talent.

An intern is a professional in training.

Common characteristics Insurance and Risk Management students' internships include:

- A typical duration of 12 weeks during the summer or part-time during the school year
- Independent Agency Interns are typically paid \$12.00 to \$15.00 per hour
- The cost to the agency could be
 - \$12.00/hr. + payroll taxes= approximately \$15.00/hr.
 - \$15 x 480 hours= \$7,200 or more
- Interns typically have their P&C license (in this case, interns could earn a commission)
- There is generally a connection to academic credit

Benefits for the agency:

- Potential perpetuation.
- Brings a fresh, youthful perspective to the office.
- Opportunity to complete projects.
- Allows the agency to instill a positive impact on young talent.
- Provides a source of temporary employees.
- Injection of new ideas.
- Provide an opportunity to influence college curriculum.
- Opportunity to experiment with new positions.
- Increase the agency's profile in the community.

Benefits for the intern:

- Real world hands on experience.
- Bridges the gap from the classroom to the real world.
- Brings everything full circle for the student – from the classroom to the agency.
- Opportunity to develop job related skills.
- Opportunity to assess career opportunities.
- Could lead to an exciting career.
- Enhances employment opportunities.
- Acquires training in the latest technology.

Benefits for the insurance community:

- More qualified young talent interested in careers in the independent agency system.

Before you begin to develop your internship program, it is important to ask if an internship program is right for your agency. Here is a summary of questions and concerns of interns:

Ten Concerns of Interns

Compiled by Michael True, Director, Internship Center, Messiah College

1. ***Give us real work!*** It can't be said too many times that interns want to work and learn. An internship can help you get a job done that you couldn't otherwise, right? If you've brought on an intern as a recruitment tool, then how will you be able to assess their abilities? It just makes sense to utilize your interns well.
2. ***Do what you say, and say what you do!*** Be honest with your interns about what they can expect during their internship. If the job will require stuffing envelopes, then make that clear. But if you tell the intern they will be researching a project, and they spend 90% of their time doing "grunt" work, then bad feelings will develop. Honesty doesn't cost you anything, and it will make interns feel that much more respected.
3. ***We like feedback!*** Remember that interns are students, and they may not have the business skills and experiences that you take for granted. If your intern makes an oversight, just pull him or her aside and explain how the situation should be handled in the future.
4. ***We want to be included too!*** Is there a staff meeting they can attend? Can they quietly tag along to that next project meeting? Headed to lunch with a couple of people from the office? Please include them in the daily life of your workplace. After all, if you provide a little more perspective on the intern's work, the product will be that much better.
5. ***Please explain.*** When you assign work, make sure you give a detailed explanation. While the work may seem trivial and obvious to you, it may not be obvious to someone who's never done it before. Patience and a few extra minutes in the beginning can pay off later when your intern can produce good work independently.
6. ***I want a mentor!*** Make sure that interns have a mentor or supervisor to provide guidance. Make it someone who likes to teach and the experience will be even better.

7. ***A minute of your time.*** The best mentor in the world is useless if he or she can't or won't spend the necessary time mentoring. As newcomers, interns may not speak up if they're feeling ignored, so the burden of making sure they're okay is on the mentor. If the busiest person in the office wants to be the designated mentor, he or she should schedule regular times to meet with the intern.
8. ***Be prepared!*** That wonderful day has arrived and the intern goes to start their internship only to learn that no one knew they were coming and there is no place for them to work.
9. ***Um... I need a chair.*** It is amazing how many employers hire an intern and don't think about the fact that they will need a desk, chair, phone and a computer in order to do the task assigned. It is not fun, and not efficient to move an intern from desk to desk as people are out one day to the next. If you want to get a job done, you need to supply the intern with the tools to do the job.
10. ***Show me the money (as best you can).*** While each intern is different, and each industry has its own personality, remember that interns have expenses. Your organization may not be in a position to pay much, but anything can help. Maybe you can help pay for their parking, take them to lunch every so often, or develop some other creative way to assist them.

Steps that should be followed for a successful internship.

- Step #1: Everyone in the organization should be on board with the program
- Step #2: Set goals and policies for the internship program
- Step #3: Define a plan for the internship
- Step #4: Recruit a qualified intern
- Step #5: Manage the intern
- Step #6: Conduct exit interviews and follow-up

Step #1: Everyone in the organization should be on board with the program.

Items of discussion with agency personnel:

Is the agency willing to invest the resources without a guarantee of a return at the end of the internship?

What will the intern do?

Who is the intern's mentor?

How much will we pay the intern?

Does the agency have the office resources (physical and personnel) for the intern?

How will we train the intern?

Decide if the agency is willing to provide housing – either a stipend or find housing for the intern.

What type of testing will we do? Personality, back-ground, drug?

Is the agency willing to include the intern in social events, community service activities, training, seminars, and professional development activities?

Step #2: Set goals and policies for the internship program

At the end of this internship ...

What abilities, skills, and knowledge do you hope the intern will have gained?

What benefits do you expect the agency to gain from this internship experience?

It is a good idea to have mid-term evaluation, in addition to final, goals.

Step #3: Define a plan for the internship

Weekly goals, monthly goals, end of internship goals

Perhaps a calendar for the intern.

1st week: Monday Tuesday Wednesday Etc.

Sample Agency Internship Timeline

Week One

Agency orientation

- Discuss project assignment, expectations and performance management process
- Introduction to team, other departments, leaders
- Training
- Important contact numbers
- Security information
- Building access credentials
- Set up system passwords and access codes per company and Web site
- Learn equipment – telephone, copier, computer
- Agency mission statement
- Agency model
- Agency business plan
- E&O overview
- Review job description
- Download/upload
- Mail
- Goals/targets

Weeks Two, Three, Four

Provide “real time” feedback informal feedback to intern

Data Entry/Agency Management System

- Update letters in systems
- Mail merges
- Verify schedules for accuracy

Personal/Commercial lines

- Gathering data
- Quotes
- Follow-up

- Letters in system
- Inspections/photos/measurements
- Replacement Cost Estimators

Underwriting Requests

Personal/Commercial Lines

<u>Personal Lines Processing</u>	<u>Commercial Lines Processing</u>
<ul style="list-style-type: none"> ▪ Review job description ▪ Personal lines ▪ Workflow ▪ Input ▪ Quoting ▪ Applications/premiums ▪ Scanning ▪ E&O compliance ▪ Premium payments ▪ Verification of forms ▪ Letters in system ▪ Run MVRs ▪ Pre-Renewal surveys 	<ul style="list-style-type: none"> ▪ Review job description ▪ Commercial lines ▪ Workflow ▪ Input ▪ Quoting ▪ Applications/premiums ▪ Scanning ▪ E&O compliance ▪ Premium payments ▪ Verification of forms ▪ Search prospective client websites ▪ Letters in system

Accounting

- Review job description
- All lines/all expenses
- Payroll
- Workflow
- Scanning
- E&O compliance
- Premium payment/agency bill/direct bill/collections
- Goals/targets
- Letters in system

Weeks Five, Six

Mid-internship Evaluation

- Provide formal written and face-to-face feedback
- Include a progress evaluation of demonstrated skills and any other relevant feedback

Marketing

- View job description
- All lines
- Brochures
- Documents/excel/attachments
- Evaluation
- Goals/targets
- Letters in system
- Client visits

Owners Meeting

- Review job description
- Old/new/current business
- Reports by owners – marketing, finance, producers/agency upgrades, company liaison, operational manager
- Company visits

Weeks Seven, Eight, Nine, Ten

Assign Project

Types of projects or assignments:

- Administrative support
- Client quality
- Special events planning
- Client research
- Competitive analysis
- News/information fact checking
- Community outreach programs
- Tracking media coverage
- Photography

- Website updates
- Advertising schedules
- Claims history research

Intern completes project

Transition of completed project to managers

Presentation to Agency Personnel

What an intern can do:

Participating:

Going on sales calls with agents
Attending association/organization meetings
Visit insurers/shadow underwriters for a day
Interns enjoy being taken out to lunch

Training:

Review a claim from beginning to end.
Job shadow for a day and then develop a report and make recommendations on what the student would change, how to improve the process.
Early on the intern should have training on the agency management systems.

Projects:

Reviewing old claims and following up with policyholders.
Setting up appointments for annual reviews.
Following up with underwriters on status of quotes.
Develop a property claims report illustrating values, cause of loss, location, construction, and insurer.
Presentations of research to staff.

Real work:

Quote new and renewal business.
Obtain information for quote.
If licensed, gather information from the prospect and quote.
Process Certificates of Insurance.
Take and submit claims.

Contact underwriters on existing accounts and new business.
Take payments.
Take phone calls and answer customers' questions.
Follow up with underwriters.
Home inspections.
Revalue homes.
Cold calls, if licensed.

The ideal internship from a student's point of view:

Not job shadow
70% - real work

30% - grunt work

Organized dead files
Scanning
Data clean-up

Just a note – feel free to tell an interns that they need to know when to stay out of the way.

When an intern needs to stay out of the way, they can:

Read manuals, law books, etc.
Scanning/filing,
Reviewing claims,
Call and make appointments.

Mentors

- Should be willing to be a mentor.
- One mentor can be an agent, but the intern will also need someone to go to when the agent is not in the office.
- Everyone in the organization needs to be willing to answer the intern's questions.
- Needs to have patience.
- Ability to answer "dumb" questions.
- Ability to explain at different levels.

Step #4: Recruit a qualified intern; this should be done 2 to 3 months before you plan on the intern starting in your office. These contacts will be happy to communicate internship opportunities to its students.

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They currently have Bachelor and
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and Insurance. They have an Actuarial
Science major in the Department of
Mathematics and Computer Science.

Northwood University

Insurance Risk Management
<https://www.northwood.edu/academics/programs/insurance-risk-management.aspx>

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Step #5: Manage the intern

 Before the intern's 1st day.

 Give interns the resources they need to do the job:

 Give the interns information on the business history, what the business
 does and who the business serves.

 A proper workstation, telephone with voicemail, computer and email
 account is vital to your intern's success

1st day:

 Introduce the intern to their mentors, if they haven't already met

 Review employee handbook

Confidentially policy
Log-ins and passwords
Time sheets
Keys
Name badge
List of research websites with log-ins and passwords
How to navigate through resources
Internet usage policy
Meeting with HR director (if applicable)
Give a history of the organization
Introduce intern to everyone in the office
Instructions on how to use office equipment
Begin training on agency systems – client systems and quoting software

Have the intern keep a daily journal – what they did that day, thoughts. Review with mentor weekly, include mentor's thoughts and comments.

Continue on with the daily, weekly, monthly plan.

Step #6: Conduct exit interviews and follow-up

Final Evaluation

Share formal written and face-to-face feedback on performance, skill sets, contribution and other values of the company

Did the intern meet/exceed the expectations?

Did the intern improve?

How well does he or she fit the company?

Some organizations are prepared to make a full-time offer at the end of the summer to high performing interns. If the employer is not prepared to make a full-time offer, sharing a timeline for a decision is important. If the employer chooses not to extend an offer to the intern, it is helpful to bring closure to the process by providing the reasons why the intern is not being offered a full-time position and, when appropriate, suggestions for improvement.

Sample Student Intern Evaluation

Intern name: _____

Semester: Fall Spring Summer 20_____

Business name: _____

Supervisor name: _____

Business phone #: _____

Please rate the student intern on each of the following categories.

Professional Qualities:

	Excellent	Good	Fair	Poor	N/A
RATINGS	4	3	2	1	
Establishes rapport with supervisor					
Establishes rapport with staff					
Establishes rapport with clients					
Communicates well					
Seeks new knowledge					
Shows initiative					
Manages time well					
Produces accurate reports/records					

Demonstrates adequate knowledge					
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Personal Qualities:

	Excellent	Good	Fair	Poor	N/A
RATINGS	4	3	2	1	
Is punctual					
Is dependable					
Accepts constructive criticism					
Demonstrates enthusiasm					
Dresses professionally					

I certify that _____ (student intern name) has completed _____ internship hours.

Supervisor Signature

Supervisor phone number

Date

External Benchmarks

The following are the external benchmarks that a student could achieve through an internship. The internship host may want to use some of these benchmarks as a guide for internship activity.

Excellent organizational and time management skills. Ability to work with minimal supervision.
Ability to work in a fast paced environment with attention to detail and high quality work.
Ability to meet multiple deadlines and exceptional prioritization skills as needed.
Must be able to make decisions and take action as appropriate and within their authority.
Self-motivated with the ability to plan, organize, and complete tasks independently without close supervision.
Must possess excellent communication skills (both oral and written), and have the ability to work well with internal and external customers.
Good telephone and conversational skills are required.
Must possess good initiative to learn and the ability to work with people.
Be able to follow instructions and accept constructive criticism.
Working knowledge of an office environment and standard equipment (fax, calculator, multi-line telephone, scanner, and copier).
Ability to handle multiple assignments.
Ability to organize data, multi-task, and make decisions independently.
Ability to adapt to constant change and innovation.

**The following is from
Project INVEST
Internship Guide
www.InVESTprogram.org**

Please feel free to adapt for your organization.

[INSERT COMPANY LOGO HERE]

**The [INSERT COMPANY NAME HERE]
Internship Guide**

Guidebook for Interns

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Welcome to [INSERT COMPANY NAME HERE]

We welcome you to [INSERT COMPANY NAME HERE] and hope that your experience here as an intern will be rewarding, both professionally and personally. [INSERT COMPANY NAME HERE] always has recognized that our people are our most important asset—we place great value in each employee's development. To that end, our goal is to provide you with challenging assignments and opportunities, to develop your skills, to best utilize your talents and energy, to develop strong relationships with you, and to have you remember your internship as a valuable stop on your road to your chosen profession.

What Is an Internship?

An internship is a meaningful, structured work experience that relates directly to your career interests and goals. It offers opportunities to plan, reflect and shape your career goals.

An internship is a learning/work experience that usually is performed in the summer, but may be done any time of year. An intern may be a high school student, an undergraduate student, or a graduate student actively pursuing a degree.

By participating in an internship, you can enhance the skills you are developing through your academic studies and gain valuable first-hand experience. Beyond obtaining work experience, an internship at [INSERT COMPANY NAME HERE] will provide the opportunity to:

- ❖ Gain exposure to a wide variety of occupations;
- ❖ Test out your career choices without making a permanent commitment;
- ❖ Make valuable contacts with professionals in your field of interest;
- ❖ Apply the knowledge you learned in the classroom;
- ❖ Develop core skills and personal attributes applicable to your field of interest and to the professional world at large;
- ❖ Learn from professionals in the field and develop a network of contacts; and
- ❖ Earn money.

Internships should *not* be:

- ❖ Unrelated to your career goals;
- ❖ Independent of your academic experience; and
- ❖ Work you already have been trained to perform.

No matter what your level of education, hours per week worked, or length of service during your time with [INSERT COMPANY NAME HERE], as an intern you'll be provided with enriching work experience in your job assignments. We also expect that

your efforts will contribute to the productivity and output of the department you are working in.

Components of the Internship Program

Assignment of a Mentor for Each Intern

You will be assigned a mentor during your internship. The mentor's role will be to help guide you in your chosen field, to assist you in understanding the dynamics of the workplace at [INSERT COMPANY NAME HERE], and to help you in your development activities. Your mentor also may be your supervisor, or it may be someone in the department who is experienced in your field of interest.

The mentor's role is multifaceted. It includes being a coach, teacher and role model. Depending on your work assignments and past experience, you may meet with your mentor daily or weekly, as needed. This should be a mutual decision between you and your mentor. Here are five (5) questions that you could ask your mentor:

1. How did you get to the point that you are in your career today?
2. What obstacles did you encounter on your way to achieving your success and how did you overcome them?
3. What does your typical day look like?
4. What do you see as the trends in your industry?
5. What are the top resources you've turned to for insurance education?

Setting Goals for Your Internship

Each intern is asked to work with their manager or supervisor to develop 1-3 goals/objectives to accomplish. These goals/objectives should be formally agreed upon and recorded in the Group Intern Performance Plan and Evaluation form.

Goals/objectives can be project assignments or individual work assignments that you will be performing during your internship. It also can include personal goals not related to a specific task, such as increasing your communication and organizational skills.

This will provide you and your manager with targets to meet during the time that you are here, as well as a mechanism for evaluating your performance and achievements. While these will not be formal evaluations, they will provide feedback to you and are a record that you can share with potential future employers. In addition, it will provide [INSERT COMPANY NAME HERE] with information to help us evaluate how we did in helping you achieve your goals.

The following are good questions to ask your manager or supervisor in setting goals/objectives:

- ❖ What do you want me to learn about the organization?
- ❖ What contributions can I make to current or new projects?
- ❖ What research can I do that will increase my knowledge while supporting the needs of the company?
- ❖ What technology would be a benefit for me to learn?
- ❖ What do you hope I will gain in regard to professional development?
- ❖ Are there manuals or self-study learning materials that would benefit me?

Meeting with Executives

Several breakfasts/luncheons or meetings are being planned to provide you with the opportunity to meet with other executives of [INSERT COMPANY NAME HERE]. You will have the opportunity to hear about their business operations and to learn more about areas of [INSERT COMPANY NAME HERE] outside of the department you are working in. A schedule of these meetings will be provided within the week.

Intern Profiles on the Internet

We are proud of our interns and want the rest of our employees to know who you are. We have a Web page which will have a photo of each of you and information about your school, your career choices, and a little bit of personal information. A profile sheet will be sent to each of you via e-mail to fill out and return. A copy of that profile sheet is available in this manual.

Group Meetings

We are planning a number of group meetings intended to allow you to get to know each other, to network, to learn more about [INSERT COMPANY NAME HERE], and to discuss topics of interest to you. A schedule of these meetings and their agenda's will be coming out shortly.

Possible topics include:

- ❖ Best ways to communicate with your supervisor;
- ❖ How to assess your progress;
- ❖ Giving and getting feedback;
- ❖ Successful collaboration in negotiations; and
- ❖ Professionalism in the workplace.

Job Shadowing Opportunities

Perhaps you would like to know more about the departments in [INSERT COMPANY NAME HERE] (other than the one you are working in)? Perhaps you would like to learn more about careers outside of your field of study? For those who are interested, we will offer the opportunity to spend some time visiting other departments. A sign-up sheet will be sent out for those who are interested, and arrangements will be made for you to job shadow.

Performance Evaluation

In order for you to get the most out of your internship, your supervisor will provide you with a performance appraisal at the conclusion of the summer program. This will allow us to acknowledge your contributions and provide feedback on how you can continue to develop and meet your goals. It also will allow you to leverage the strengths that you have shown and find opportunities to learn and grow in areas where you want to improve. The performance evaluation will be based on the goals/objectives that you and your supervisor set at the beginning of the summer and will be completed on the same form you used to outline your objectives. Unless your school requires an evaluation from your supervisor in order to obtain school credits for your internship, the evaluation will not be shared with anyone but you.

We also recommend that you get proactive in obtaining feedback throughout your internship. This does not have to be a formal process. It can be a quick check with your supervisor, your mentor, or your peers. It also can be as simple as asking, “What did I do well? Where could I improve? What would you like me to do next?”

Final Presentation

We have found that the work provided by our interns has been significant and a real contribution to [INSERT COMPANY NAME HERE]. In order to let others know this, and to showcase your talents and what you have accomplished during your internship, we are asking each of you to prepare a brief presentation to share with your department managers and each other at the conclusion of your internship. This should be a brief summary of the work you performed, your achievements, and what you learned from your experiences at [INSERT COMPANY NAME HERE]. If you need help in preparing a presentation, we will be glad to assist you.

Your Evaluation of Us

Your experience at [INSERT COMPANY NAME HERE] and your evaluation of your internship are important to us, as well as to future interns. We will be asking for your evaluation of our internship program at both the midpoint of the summer program and at the conclusion. The evaluation forms you will be sent also are included in this guidebook. Please read them over beforehand, so that you will have the opportunity to reflect on your answers as you go through the program.

Making the Most of Your Internship

Successful interns operate in what is called AIM (Active Intern Model). This means that they:

- ❖ Continually reflect on their needs and goals for the internship;
- ❖ Take the initiative to get the most out of all meetings;
- ❖ Anticipate the kinds of problems that might occur and work to avoid or surmount these problems by actively seeking help before a situation gets out of control;
- ❖ Enthusiastically seek assignments, dig to get the essential information they need, and actively keep their managers informed of progress and problems in a timely manner;
- ❖ Seek informal feedback each week or with each task and assignment;
- ❖ Regularly contact other people to share experiences and obtain advice about their job and career;
- ❖ Help mentors and others where possible; and
- ❖ Perform well to gain the most knowledge and skills for their next step and to build a professional network for future opportunities.

Intern Reference Sheet What You Should and Shouldn't Do On The Job

CELL PHONE USAGE

In high school and college classrooms today it's common to see cell phones hidden under desks as students attempt to text peers, family and friends without being caught by the lecturer. While this is generally accepted by many young adults, this behavior does not suit the business world.

RECOMMENDATIONS

- While at work, remember to set your phone to silent or vibrate. Ringtones are a distraction to co-workers.
- Your cell phone is your personal device, but at work you should not be taking personal calls or texts. Emergencies are understood, but idle chit chat is frowned upon.
- Let all calls go to voice mail. It's easier and faster to check a voice mail to gauge if a call is an emergency or not.
- If you need to make a personal call make sure you do it during a break and in a private location.
- Do not take your phone to the restroom with you. This practice is an invasion of your co-workers privacy.
- Cell phones are becoming a popular replacement for a watch. While it is important to keep track of your time in meetings, your cell phone can be a temptation/distraction. To avoid this distraction, leave your cell phone at your desk.

WARDROBE

Dress for success. Appearance isn't everything but it does play a contributing role, especially when it comes to first impressions. Internships are the gateway to possible careers and proper dress says a lot about you as an individual.

RECOMMENDATIONS

- Shoes should be close toed
- Skirts and dresses may fall just above the knee. Use the finger length rule high schools use to gauge if the item is appropriate.
- All shirts and tops of dresses must be at least three inches wide; your shoulders should be covered. Spaghetti straps are not appropriate business attire.
- Low necklines and deep V neck tops are discouraged, as well as any items that expose your midriff and lower back.
- Dress slacks are always a good choice. Never wear jeans, spandex or leggings as pants.
- If the office is business casual, golf shirts and polos are typically acceptable.
- Body adornment, such as tattoos and piercings, such as lip or nose rings need to be removed or covered while in the professional environment.

MEETINGS

Meetings are an important time for you to participate, learn and contribute to the organization.

RECOMMENDATIONS

- Remember to bring pen and paper to all meetings so you may take notes.
- Be attentive to the presenter.
- Ask questions about things you don't understand or need to clarify. This shows that you are paying attention and are a contributing member.
- Take the initiative to get the most out of meetings.

FACEBOOK AND OTHER SOCIAL MEDIA SOURCES

Social media is a popular means of communication today. Not only are these sources used for high school and college students to interact, but businesses are using social media sources as well. In cases like this, the line may be blurred between business and personal social networking.

RECOMMENDATIONS

- Because social media links employers more closely to employees today, it's important that your personal items, particularly photos or even comments on your Facebook are restricted or in some cases taken down. You are a reflection on the agency you are with and it will show on Facebook and social media.
- Online games like Farmville are not an acceptable use of your time interning and are discouraged.
- Reading or viewing relevant posts/articles on Twitter is generally acceptable.
- Time spent on Facebook or other social media sources should be relevant and beneficial in some way to a task at hand.
- As an intern for an agency you do not have the authority to endorse that organization on social media sources.

EMAIL/INSTANT MESSAGE

Email and instant message are popular tools in the business environment that enable employees to exchange information in real time. While most high school and college students are familiar with email and instant message services, these tools must be used in a professional manner when interning with an agency.

RECOMMENDATIONS

- Make sure you use your business email strictly for business. It's not appropriate to send personal emails through your business address. Personal emails need to be done on your own time and should not conflict with work.
- Instant message systems are emerging in business organizations. Remember this is a way for you to quickly answer questions from co-workers, not spend large amounts of time discussing non work related items.
- Never use derogatory language, curse words or slang in business emails or instant message.

BUSINESS PHONE

Answering the phone and making calls for a business can be an intimidating task for even the most seasoned employees. Time and practice will make this easier, but if you're nervous remember to take a deep breath and follow the suggestions below.

RECOMMENDATIONS

- When answering the phone at an agency always be polite. Greet a caller by saying something to the effect of ...
"Thank you for calling [NAME OF AGENCY] this is [YOUR NAME] speaking."
- Voice mail is also important and is recommended that you reset it each day. Your voice mail should be something to the effect of ...
"You have reached the voice mailbox of [YOUR NAME] intern for [NAME OF AGENCY]. Today is [DATE], I'm sorry I'm not available to take your call right now; I will get back to you when I return. Have a great day."

MISCELLANEOUS

In addition, here are a few more tips to abide by during your internship.

- Make sure to keep your desk clean and put everything away at the end of the day. Not only is this for company security, but it shows respect to your co-workers.
- Greet people in the hall, smile and be friendly.
- Your supervisor is there to help you learn, but they're not around for you to burden them. Try to think ahead and outside the box of how to solve problems and what you could be doing next.

Questions, Concerns, Great Ideas to Contribute

If you have questions about your internship, need to discuss any concerns, or have a great idea you would like to see implemented in the internship program, please feel free to call us at any time.

Wishing you the very best!

[INSERT YOUR STAFF LISTINGS HERE]

I. Group Intern Performance Plan and Evaluation

Intern name: _____

Position: _____

Start date: _____ End date: _____

Goals/ Objectives	Standard/ Measures	Comments	Weight (must equal 100%)	Rating (1-5)	Weighted Score
1					
2					
3					
Total Score					

Additional manager comments:

Rating Descriptions	Score
Contributions significantly exceed the stated objective. Results add value beyond the scope of the current role/department, often benefiting the Company, Division and/or Department in a significant way.	5
Contributions exceed the objective. Results add value beyond the scope of the current role, often benefiting the Division and/or Department.	4
Contributions meet the objective. Results create value expected in the current role.	3
Contributions meet some aspects but not all of the objective and performance improvement is necessary.	2
Contributions do not meet the stated objective. Significant improvement is required in order to be successful	1

Employee signature* _____ Date: _____

*Employee signature indicates that they have received a copy of the evaluation.

Manager signature: _____ Date: _____

II. Profile Information for Intern Internet Site

We would like to post your picture and a brief biography on our Web site (internal use only). Please fill out the following questionnaire and return it as soon as possible. Thank you.

Name: _____

Department you are working in at [INSERT COMPANY NAME HERE]:

Brief description of your work assignment(s): _____

School and year of graduation:

Major area of study: _____

Previous job experiences or internships:

Optional:

If married, spouse's name:

If children, their names:

Hometown:

Hobbies or interests:

Last good book read and/or movie seen:

Anything else you would like to add (e.g., special awards, significant life events, words of wisdom, etc.):

III. Mid-Term Evaluation of Internship Program by the Intern

Intern Name (optional)

Department

Supervisor (optional)

Title

Date

Please evaluate the internship program by using the scale below:

<p>Rating Key:</p> <p>SD: Strongly Disagree</p> <p>D: Disagree</p> <p>N: Neither</p> <p>A: Agree</p>

<i>My education adequately prepared me for this internship.</i>	SD	D	N	A	SA
The internship is providing educational value.	SD	D	N	A	SA
A detailed description of the internship was given to me at the start of my job.	SD	D	N	A	SA
The experience is closely related to my career goals.	SD	D	N	A	SA
My supervisor is very receptive to the ideas I express.	SD	D	N	A	SA
I feel as though I am part of the team.	SD	D	N	A	SA
My mentor meets with me on a regular basis.	SD	D	N	A	SA
I would recommend this internship to a friend.	SD	D	N	A	SA
I feel I am making a contribution to the company.	SD	D	N	A	SA
Other employees in the company are helpful and support me in the internship program.	SD	D	N	A	SA
The Group Intern Meetings added value to my internship experience:					
Kick-off Luncheon	SD	D	N	A	SA
Performance Management	SD	D	N	A	SA
Challenge Course (Ropes Course)	SD	D	N	A	SA

Any additional comments you would like to make:

4. What parts of the intern program would you change (add, delete, or improve)?

5. On a scale of one to 10, with 10 being the highest, how would you rate your internship experience at [INSERT COMPANY NAME HERE]?

6. Any other comments you would like to make?