

## Supervisor's Guidelines

### General Information Regarding the Internship Experience

#### **Mission Statement of the Internship Program**

The Turner College of Business (TCOB) Internship Program seeks to partner with area companies to enhance the education of CSU business majors through providing relevant field experience. Academically-qualified internships provide students with learning experiences that are complementary to the academic foundation presented in the classroom while extending beyond the boundaries of the typical academic environment. The sharing of their experience with colleagues enhances the education of all students.

#### **Relationship of Work to the Student's Career**

Internship assignments should relate as much as possible to the student's curriculum and career goals. Routine jobs, such as filing, are part of the learning experience but should not be the bulk of the student's responsibilities. Clerical/secretarial, counter sales and similar experiences should not be the primary responsibility of the student. Assignments should be varied to the extent possible to further enrich the experience. Responsibilities should be challenging, stimulating, and provide the student the opportunity to make a contribution to the company.

#### **Responsibility**

The student intern should be highly motivated to meet the demands of the employer in the development of the tasks assigned. To the extent reasonable, we appreciate your setting a work schedule to fit the student's course schedule. Establish the job requirements and the hours to be worked at the beginning of the internship. Insist that students follow all of the rules established for regular employees. If feasible, the student should undergo any normal orientation.

#### **Communication**

During the work assignment, the student intern most frequently interacts with the immediate supervisor. As a result, the supervisor is in a position to strongly influence the student's perception of the business world. The supervisor should discuss observable strengths and weaknesses. The supervisor's ability to provide encouragement and offer immediate, constructive feedback is integral to the student's professional development.

Sometimes the student is supervised by one individual while being mentored by another. If this is the case in your organization, the mentor is also encouraged to address the student's observable strengths and weaknesses as well as offer constructive criticism.

#### **Building Professional Attitudes**

Since the student is in a stage of life where professional attitudes are being formulated, please maintain contact with the student in order to review performance, to improve work habits, to develop character, to establish ethics and to ensure good judgment.

### **Education through Internships**

The TCOB Internship Program is growing and students value it highly. Please consider expanding your participation by using more than one student. Our goal is to provide students as interns that will make quality employees after graduation.

When administered properly, an internship work experience provides a valuable method of education. But, in order to be effective, the University and employers must correctly place students. The employer must offer meaningful work assignments, which are consistent with career goals. Students must endeavor to derive everything they can from their academic work and seek to develop themselves in a responsible manner as an employee. When these conditions are fulfilled, an incomparable learning situation is created.

### **Specific Responsibilities of the Employer Organization/Supervisor**

#### **Internship Plan of Activities**

The employer is encouraged to create a plan of activities for the semester in one- to two-week increments covering the entire semester. Creating a plan of activities should benefit the employer, the student, and representatives of the TCOB. First, the company will have a well-developed idea of what it hopes to gain from the student's employment. Pre-planning the semester also helps ensure that the student receives a well-rounded, balanced exposure to opportunities in your company/industry, and has a clearer understanding of the learning objectives. Finally, the plan of activities will help the TCOB Internship Coordinator in assessing the educational value of the proposed experiences. A sample plan of activities is provided at the end of this document.

#### **Orientation to the Organization**

In acquainting the student with the company, the supervisor should:

- Provide the student with an overview of the organization's purpose, philosophy and structure
- Provide the student with an Internship Plan of Activities
- Describe the student's position – job functions and expectations
- Discuss the administrative details with the student– hours, record keeping, time sheets, overtime, sick and personal leave, holidays and lunch hours
- Orient the student to the office or department – conduct a tour, make introductions, discuss office procedures, and identify office resources
- Answer questions on dress code and other matters

**The Project**

The student should be challenged to establish a specific tie-in to their professional development. With the aid of the supervisor, the student must identify particular objectives connected to the job responsibility that will aid in their improvement. At the end of the internship experience, the student will complete a written report and detailed oral presentation that focuses on such objectives. This presentation is given in front of a faculty panel and his/her supervisor is invited to attend.

**Site Visit**

Someone from the TCOB will schedule a site visit with the supervisor and student. If you have any questions or concerns before the visit is scheduled, please feel free to call us.

**Supervisor's Evaluation**

The immediate supervisor will be asked to evaluate your student in several categories. The specific evaluation form will be included in a packet, which will be mailed to you no later than approximately one month prior to the end of the internship. Please take the time to discuss your evaluation with the student once the work period is complete.

**Program Requirements for Students**

All student interns must complete at least 135 hours of work during the semester of the internship. For a Fall or Spring semester, this would mean that the student works 9 hours/week for 15 weeks, or the equivalent. Student completing an internship in the Summer term will enroll for the June sessions, which is eight weeks long. Summer interns must also work a minimum of 135 hours – 16.5 hours/week for eight weeks, or the equivalent.

*Thank you for your interest and participation!*

Internship Coordinator (or Sponsoring Faculty Members) Contact Information:

Name: \_\_\_\_\_

Contact Number: \_\_\_\_\_

E-mail: \_\_\_\_\_

## Sample Plan of Activities for Retail Management Internship

### **Weeks 1&2: Learning Basic Store Operations**

- Orientation
- Providing Customer Service
- Cashiering/Scanning
- Facing/Stocking/Pricing
- Intro to Gift Department
- Intro to Cosmetics Department
- Intro to Pharmacy Department

### **Weeks 3&4: Beginning Management Responsibilities**

- Managing Cash
- Opening/Closing Store
- Managing Strategic Inventory Management System
- Bookkeeping: Payroll, Inventory
- Complete Project Proposal and receive approval from Supervisor and Internship Coordinator

### **Weeks 5&6: Managing Store Inventory**

- Maintaining the Stock Room
- Ordering Merchandise
- Displaying Merchandise and Department Resets
- Preparing Store for an Ad

### **Weeks 7&8: Receiving Systems**

- Receiving Warehouse and Vendor Merchandise
- Processing Inter-store Transfers
- Conduct a Comparative Analysis (between our receiving system and a competitor's)

### **Weeks 9&10: Understanding the Pharmacy Department**

- Gathering Information in the Pharmacy
- Review of legal restrictions in the Pharmacy
- Intern reviews strengths and areas for improvement in department

### **Weeks 11&12: Understanding the Cosmetics Department and Gift Department**

- Gathering Information and Merchandising the Cosmetics Department
- Gathering Information and Merchandising the Gift Department

### **Weeks 13&14: Introduction to Human Resources in Retailing**

- Sourcing, Selection, Interviewing and Hiring
- Training for Optimal Performance
- Compensation and Employee Development

**Week 15: Wrap-Up**

- Intern summarizes internship and learning experience in final meeting with Supervisor
- Present written and oral reports to the Internship Coordinator and invitees