

**An
Internship
Workbook**

Joining The Long Magenta Line

**INTERNSHIP
BENEFITS**

**TYPES OF
INTERNSHIPS**

**RESUME AND
COVER
LETTERS**

NETWORKING

INTERVIEWING

WAITING

**GETTING AN
INTERNSHIP**

**Presented By:
The Office of Career
Services, Internships,
and Leadership
Development**

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Chapter 1

What benefits will I enjoy from an internship?

- * Internships help you explore the “real world” as you begin deciding the area or areas in which you might like to work one day. Sometimes, the internship confirms your current interest in a particular area, or it may assist you in discovering that your choice is not what you wanted after all. Of course, there is also the chance that an internship will open new vistas you have not even thought of yet! Regardless of the outcome, the experience of working with professionals will provide another building block toward your career and will allow you to apply many of the concepts you have learned in the classroom.
- * You may receive academic credit if you meet certain criteria (please see the form in Appendix A on pp. 28-29).
- * There is a good chance that you will be paid at least minimum wage, if not higher. However, many unpaid internships are very worthwhile as you begin to establish yourself in the field.
- * Internships are evidence of your commitment to enhancing your education.
- * Future employers will be impressed that you had the initiative to secure and succeed in an internship program.
- * The organization that sponsored your internship may offer you a full-time position.
- * An internship will definitely enhance your resume and provide a “talking point” when being interviewed. You can use the experience to impress the interviewer with your working knowledge of your chosen field as you apply for a full-time job or graduate school.
- * Many internship sponsors will write very positive recommendation letters on your behalf.
- * You may be able to work for a summer or two outside your home town!
- * An internship will assist you in gaining a new perspective on the work place, and to some extent, life.
- * Your guardians will be extremely happy that you are one step closer to a full-time position or your Master’s degree!

Chapter 2

Let's see what other Muskingum students have said about their internship experiences.

Major: Math
Minor: Computer Science
Internship: IBM, Printing Systems Division, Boulder, CO
Date: mid May-mid August 2003
Paid? Yes
Academic Credit? No
Did you submit a resume? Yes
Did you provide a cover letter? No

Job description: I worked in the printing systems division of IBM. I wrote a tool (computer program) in C++ that interpreted AFP architecture and translated it into easily readable text. AFP is the “code” that computers use to communicate with high speed printers. My tool can be used by tech support to help solve customer print problems when a file is not printing correctly by showing where in the file the wrong settings are specified. I went into my internship with next to no experience in C++ (Muskingum focuses on JAVA, but even then I only had two programming classes because I was just a CS minor). I had never heard of AFP, but IBM set me up with a mentor as well as weekly courses to help me better understand my job requirements. Many jobs in an internship will be industry specific, so employers never expect interns to fully understand what they are expected to do on their first day. Sometimes the things you do are company “confidential” and literally are only taught internally. It's known as a “learning curve” and it's inevitable. Don't let yourself get discouraged if you feel lost at first (or even for the first couple of weeks, months, etc.)

Testimonial: This internship was one of the most unique experiences of my life. It has changed me in more ways than I could ever imagine. When I think back on how close I was to not even applying for this internship, I count my blessings that I did. In my internship, I got to see a side of life that never before could I quite comprehend. I grew up seeing my parents go to work every morning but never realizing exactly what went on. It's an experience like no other. I have had summer jobs and I've participated in mentorships, but until you actually come to work, sit at your desk, and push yourself, only then do you realize exactly what it's like to be an adult. I was part of a team. People counted on me to do my part. I was an intern, but I still was an integral part of the whole picture. Now don't get me wrong, I didn't feel like I fit in the entire time. I went in on my first day and was completely overwhelmed. My manager dumped five manuals on me and told me for my first couple of weeks I'd be doing “manual labor,” meaning sitting and reading manuals all day. I felt lost. I felt like I had made a huge mistake. But things quickly began to change. So many things seemed out of reach when I first began, but as I soon found, those ideas began to come into focus. It was the domino effect. As soon as I was able to grasp a couple of things, everything else started

falling in place. I learned more than I ever thought possible in one summer. I learned things I never learned in college and never could expect to learn in a normal classroom environment. Once I got a handle on the concepts, I was given my assignments for the summer. Notice I said *assignments*. I was given a list of five tools to be written. Once again I was completely overwhelmed and discouraged. But I did my best and stuck with it, convinced I would give my best and leave this internship knowing I didn't hold anything back. I left my internship with one tool written and another designed and partially coded. During my exit interview I started to apologize to my manager that I didn't get things done, and she told me something that stuck with me. She told me I had outperformed the expectations they had for me. I was given the list of assignments, and the fact that I worked my hardest and got one tool completely written, tested and approved for usage made me stand out among the rest of the interns. Notice what I said...this internship was a test. More than anything it was a test to see what I could do in a real life situation. I was the first Muskingum student ever considered for an internship, and coming from a small liberal arts college, they decided to take a "chance" with me, to test me. I was given a job offer which I very graciously accepted, and the following year IBM pursued a Muskingum student to intern. I not only succeeded for myself, but I also paved the way for future Muskies. I think I passed the test.

Advice: No internship is out of your reach. You may feel you don't have a chance or could never compete with other applicants, but it never hurts to apply. Don't get discouraged if you don't get the internship. Look at it as a learning opportunity. Use the interviews as practice for future interviews. Whatever happens, don't lose faith in yourself. You must be confident. Employers want confidence. Just remember that being confident and being conceited are two very different qualities, separated only by a fine line. Don't cross that line. Always give your best at your internship. You never know when someone is testing you or watching you. Give all you can and get a lot out of the internship. See it as a learning experience. Don't be afraid to ask for help. Every person around you is a resource, and more than likely they will be willing to help. Make sure you say thanks afterwards.

Get involved in the internship and be a leader. I impressed a lot of people because I was very active in areas outside of my job description. I did a lot of things within the company as well as with the group of interns. I played intramurals and organized intern get-togethers after work. Do anything you can to make yourself stick out from the rest of the interns in a good way, and do your best to work it into conversation with your managers to let them know of your efforts.

Always be early. If you get invited to a meeting, show up five minutes early. Come to work 10-15 minutes before you're "scheduled" to be there. Work the whole day through, and don't be afraid to start something even if you only have 10 minutes left in the day. It's a hard reputation to lose if you're late and it gets noticed if you end your day sitting at your desk doing nothing. Most important of all, be OPTIMISTIC. Even when things look dismal, try to look at it from another view. Be the optimistic person in the office. Smile a lot and be happy. You'd be surprised how much your attitude reflects the overall impression you make on people. Oh...and I almost forgot...HAVE FUN!

There are other great examples of internship testimonials and advice in Appendix B.

Chapter 3

What do other sources of information say about internships?

There are many other sources of information concerning internships. For instance, the following web sites are very useful:

* **Internshipprograms.com**

To find listings click on Search Tab. Search internship listings by location or category. Search international and U.S. internships. Locations in Ohio include Akron, Cincinnati, Cleveland, Columbus, Dayton, Toledo and Youngstown.

* **MonsterTrak.com**

Search internship listings by listing date, type, location, category, or keyword.

* **www.wetfeet.com**

* **www.collegegrad.com**

* **www.globalcrossroad.com**

* **www.house.gov/watt/intern03.htm lists federal government internships**

There are various articles on internships which are located in the Internship Periodicals Notebook at the Office of Career Services, Internships and Leadership Development.

Still interested? We hope you are excited about joining the hundreds of Muskies who have successfully completed internships! So. . . what would be the next logical step along the path to *your* internship?

Chapter 4

What type of internship would I like?

WOW !!! What a tough question, yet one that is vital. Please complete the following questions as you will develop a better idea on what you might want in an internship.

1. What is your first choice as to where you would like to work? _____

The obvious choice would be close to home because you could stay with your guardians and not have to pay for food, rent, etc. However, in a lot of cases, there are not many chances for internships close to home. Therefore, you might consider other locations where you could stay with friends, relatives, or other acquaintances so living expenses could be shared. Why not identify below a few areas that are not in your home town as possibilities?

Alternative #1: _____

Alternative #2: _____

Please consider exploring these alternatives even if there are internships close to home. As a liberal-arts college student, broadening your horizons is always a good idea!

2. How many hours per week would you want to work? _____

3. Do you need to be paid for these hours? _____ Yes _____ No.

If yes, what is the minimum hourly wage desired? \$ _____

4. Do you want academic credit? _____ Yes _____ No.

If yes, reexamine the form in Appendix A much more closely and begin thinking about an academic advisor. We will discuss this Appendix in greater detail later. It really is not as complicated as it looks!

5. What, in general, would you like to be doing during the internship? Oh, no! The hardest question of them all! You really need to focus and write a description of the internship you are seeking. For instance, you might write:

“I would like an internship where I could pursue my interest in sales for a pharmaceutical company.”

“As a history major, I would like to work for a museum or a historical preservation society.”

You will notice that at this point, you are not writing a complete job description because you probably have no idea what a pharmaceutical sales representative really does, or for that matter, what specific tasks need to be accomplished at a particular museum or historical preservation society. The fine details will be worked out between you and the organization once they have an interest in you and they have identified specific tasks to be completed. If you look in Appendix A at the bottom of p. 28, you will notice # 3) the amount and type of work to be done. This is where your proposal (if seeking academic credit) will become very specific. Please review the entire page for other specific requirements when seeking credit. Once you are finished, please turn to p. 29 for more information and signatures that will be required.

Do not sweat the details now, because they will evolve as you progress through the internship process. However, you are not completely off the hook! Why? Because it is now your time to answer the following question:

What, in general, would you like to do during the internship? _____

So we are not accused of stifling your creativity, you could add specifics if you already know them. Remember, you probably do not know at this point the specific job description so it is perfectly acceptable to not fill in the following lines, at least for now:

YIKES ! ! ! What if you want an internship, but have no idea in what area? Is all lost? Absolutely not! ! ! You might begin with a visit to the Office of Career Services, Internships and Leadership Development, where they have personal assessment tests that measure your likes, dislikes, and career interests. Another idea would be to think about what class or classes you have really enjoyed so far at Muskingum and then ask some of your professors if they know of any internship opportunities. Or, why not make an appointment with Jackie Vascura, Director of Career Services; Rebecca Delo, Assistant Dean for Student Life; or Professor Drubel, Special Assistant to the Vice President of Student Affairs to help you explore possible internship interests you might not even know you have!

Chapter 5

Creating a resume...

Why do you need to create a resume so soon in this process? Well, there is a very good chance that as you begin approaching people you know about internships, someone is going to immediately ask for your resume because they may have an opportunity that needs filled ASAP! It would be embarrassing to reply, "I do not have a resume yet, but I will get back to you soon with one." That hesitation indicates that you were not prepared and therefore, perhaps not serious about the internship. In fact, it is a good idea to offer your resume to the person you contact sometime during your conversation. By providing your resume, you send an important message that you are, indeed, prepared. Also, there is no time delay in their interest in you because they are waiting for your resume to be hand delivered, mailed, faxed or emailed. Most of this contact occurs during the networking phase of your search which we will cover in Chapter 8. For now, you need to "Be Prepared!"

Now that you know a resume is important, you should carefully examine Appendix C, which contains a resume outline, sample resumes and an article with helpful information about resumes. Have fun and realize that you do not have to follow the examples exactly, but that your resume does have to be professional!

Does resume writing seem to be a daunting task? Not now! Why? Because you have just seen great examples, you are a bright young person, and you have an excellent support staff at Muskingum and at home to help you succeed. As you work on your resume, please remember that it has to be PERFECT!!! How can you achieve perfection? By working very hard and having many intelligent people review your rough drafts. This search for perfection cannot be stressed enough. The perfect resume sends a message to a potential internship sponsor that you are a person who takes the time to represent yourself well, which is, in turn, a great indicator of how well you will represent their organization.

As just mentioned, there is a wonderful support staff at your disposal to ensure that your resume is fantastic! We suggest that you make the first attempt at the resume either on your own or with someone from the Office of Career Services, Internships and Leadership Development. This office has professionals highly trained in resume writing, and they have innumerable resources for you to utilize. They will teach you not only about the proper format for a resume, but will also discuss other topics such as what type of paper to use, the appropriate color of the paper, how the watermark should be aligned, plus many more useful pieces of information to make your resume a stellar document. Please use this office and all other people you believe could assist in making perfection a reality!

Chapter 6

The cover letter — an illustration.

Whew!!! The resume is safely tucked away on your hard drive and we hope you have backed it up on a half dozen disks or so (just kidding, a single back-up will do). You are now ready to work on another very important document that is sometimes overlooked to many people's regret — the cover letter. Again, you may be asking yourself, why work on a cover letter now? Especially, when you do not even know where you will be applying. The answer once again hinges on the philosophy of "Being Prepared." There is a good chance that once the word gets out that you are looking for an internship, someone may ask you to send your resume and a cover letter to someone else for their review. Or, you may target specific organizations without anyone's referral, so you need a way to introduce yourself. Therefore, the first information a prospective internship sponsor will read about you will be from your cover letter, because your resume is placed behind the cover letter.

What type of information should your cover letter include? Because the cover letter is accompanied by your resume, you do not need to simply restate that information. The cover letter is a chance to sell yourself specifically to a company and highlight areas that will help you appear to be the perfect person for the position. This is where your research will come in handy. Find out details about the opening and the company, and be specific about how you can fill the role. In other words, instead of saying, "I am interested in obtaining an internship at your company," you can say, "I feel that I am a great candidate for an internship at 'Maggie's Art Camp for Kids,' because not only have I completed 24 credit hours of collegiate level art courses, but I was also the head softball coach for a group of girls ages 8-12 in the spring and summer of 2004. This experience allowed me to gain important leadership skills, and a great rapport with kids, both qualities that are essential to the position."

"Oh, no! How do I create a cover letter?" Well, we are glad you asked, because the information provided in Appendix D on p. 38 contains suggestions for you to follow concerning cover letters. The first example tells you the specific order in which your information should appear. The second is a sample cover letter which will give you clues as to how specific you should be and ideas on wrapping up your letter. The third page delineates common errors and gives some helpful hints. Please review these examples carefully and begin thinking about what your cover letter would include. The professionals in the Office of Career Services, Internships and Leadership Development will be very willing to assist you with this endeavor, as will others in your immediate support group. Like your resume, the cover letter will be "tweaked" for each situation, but you should have a basic cover letter completed now, before you begin your search. After all, if someone asks you to send a resume and cover letter tomorrow to his or her boss, you do not want to get caught trying to explain why you do not have these documents. Even worse, you might rush and send a resume and cover letter that could very easily be filled with mistakes. As with the resume, your cover letter must be PERFECT!

Chapter 7

Take a look in the mirror!

Besides a fantastic resume and cover letter, what else do you have to accomplish before approaching someone about an internship? You absolutely need to be well groomed. What does that mean? Well, the phrase means many things to many people, so we have decided to take a very conservative route in suggesting appropriate grooming. These suggestions are not intended to offend anyone but are meant to make you as presentable as possible, so you do not give a potential internship sponsor any reasons not to hire you! Feel free to adopt or ignore any of the following suggestions, for in the end it is your decision as to how you look. Keep in mind when making your choices that you want to put your best foot forward, and the people looking to hire you are probably going to care a lot about your personal grooming/hygiene. Realize that these organizations are going to be telling others that you work for them and that you will be representing them with their constituents. Therefore, the first impression you make will tell them volumes about you, and once again, you want that first impression to be PERFECT! Be sure to present yourself as well as possible throughout the entire process! Being well groomed and well dressed will only improve your opportunities for success.

Here are suggestions that have been mentioned by employers as to appropriate grooming for men and women.

- * **Amount of perfume/cologne** : If they can smell you a block away, you have used too much! Be gentle with the amount, for it is meant as an accent, not a body wash.
- * **Amount of deodorant**: Apply as needed. If for some reason you are physically active before the interview, take a fresh shower or bath and then reapply deodorant and perfume/cologne.
- * **Fingernail cleanliness/appearance**: Quick, take a look at your fingernails! Disgusted? Ready to hurl? One aspect of your appearance that is definitely noticed is the cleanliness of your nails and whether or not you clip them vs. chewing and/or picking. If you do not have one already, buy a nail brush to get all the crud from under your nails and then buy a pair of clippers and an Emery board to smooth the edges. Why is this so important? Well, think of all the ways in which you use your hands during an interview. You shake someone's hand, you "talk" with your hands, you pass paper (such as your resume) to someone, and you sit with them folded, to name a few. Each time, the interviewer could see your nails and if they are not presentable, he or she might begin to form a negative impression of you. Therefore, clean, cut, and smooth!

- * **Teeth:** Brush, floss and use mouthwash. Please chew a mint or two before meeting someone for that refreshing breath sensation! If you smoke, do so way before meeting someone and use extra mints. Also, if you chew, make sure all remnants of the chew are long gone and do not, under any circumstances, chew or place a pouch in your mouth during the interview.
- * **Nose Hair:** Get the scissors! Trim your nose hair!
- * **Glasses:** If you have contacts, wear them but take an additional pair if one is lost or becomes torn. When wearing glasses, clean the lenses before entering the interview because smears look awful!
- * **Tanning:** Do not over-tan because it may make you look vain, insecure, and unnatural.
- * **Tattoos:** Cover, if at all possible. Super conservative? Yes, but remember your audience.
- * **Clothing:** Be sure to wear appropriate clothing when approaching people about internship possibilities. Always remember that first impressions really do count, even if you have known someone for a long time. Your clothing selection will speak volumes about you, so make sure you look like someone who wants to work in a professional environment.

Grooming for the “typical” male:

- * **Hair (top of your head):** Cut short, above the ears, and avoid non-traditional dye colors.
- * **Hair (facial):** Clean shaven is best, but if you have a beard and/or mustache, they must be neatly trimmed and in style. Muttonchops are out!
- * **Jewelry:** Very minimal. Why? Because too much is just considered gauche and undignified. A watch and a ring are enough. Leave at home any necklaces, chains, bracelets, etc.
- * **Body piercing(s):** This will probably cause an uproar, but gentlemen, lose the earrings and all other visible body piercings! Yes, this statement is controversial because it infringes on your rights of self-expression. Remember, you are probably being interviewed by someone who just has not warmed up to the idea of men with earrings and body piercings. Besides, you can always reattach when not at work!

Grooming for the “typical” female:

- * **Hair (top of your head):** In style, neat, and avoid non-traditional dye colors. Length will vary; if naturally long, consider putting it up.
- * **Hair (legs and underarms):** Shave!
- * **Body piercing(s):** This is really a controversial subject, but here goes. Keep body piercing to a minimum. Ideally, you should wear one pair of earrings, and no other piercings that can be seen. This includes multiple earrings, tongue rings, eyebrow rings, etc.
- * **Jewelry:** Minimal. Why? Because too much is just considered undignified. A watch, a couple of rings, a necklace, and/or a bracelet would be the maximum.
- * **Makeup and fingernail polish:** If you choose to wear makeup, it should be applied in a conservative nature. Avoid anything too dark or trendy. As for nail polish, choose a color, if any, that is not offensive and portrays you as someone serious and professional.

Chapter 8

Networking: finding organizations that sponsor internships.

Since you are prepared with a resume and cover letter, and are now well groomed and dressed, it is time to find that internship!

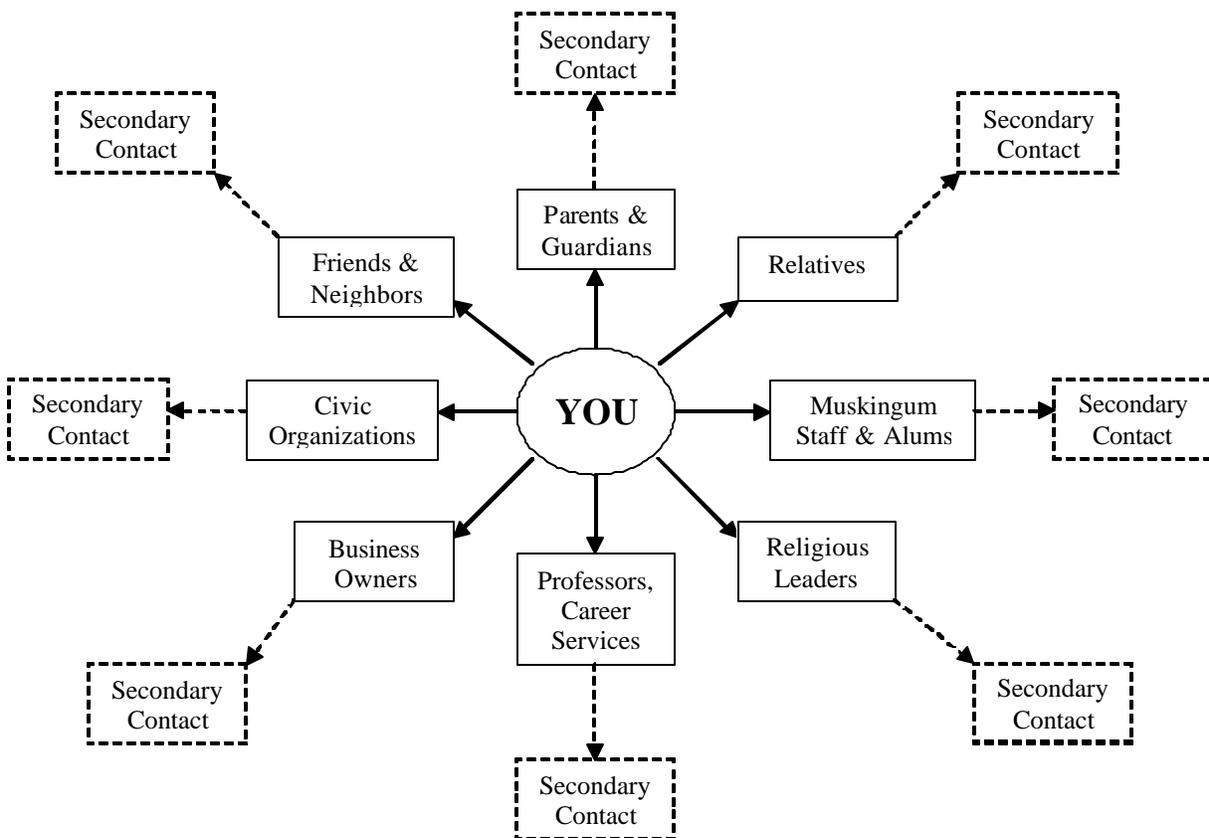
The journey to obtaining an internship is truly unique to each individual. However, there are several avenues you can travel that will help you gain that position. The first avenue is called “primary” networking, where you get the word out to all of the people you *personally* know that you are looking for an internship. In some cases, these people may actually have or know of internship opportunities at their organization. Usually, they will not immediately know of internship possibilities, but they will offer to assist your search by sending your resume through proper channels. This is why you have a resume and cover letter handy! So who are some of the people you might think about contacting? Here is a list to jog your memory.

- * Professors
- * Guardians
- * Friends
- * Neighbors
- * Relatives
- * Business Owners/Managers/Employees
- * Religious leaders
- * Civic organizations
- * Government employees
- * Muskingum’s Office of Career Services, Internships, and Leadership Development
- * Alumni
- * Staff
- * Administration
- * And ANYONE else you know!

The “primary” networking step is somewhat scary for most people. In some rare cases, you may be approached by someone for an internship, but in the vast majority of cases, you must make the initial contact. Finding internships from scratch takes a while, so you must have the courage to ask people you know. Remember the old saying, “nothing ventured, nothing gained”? Well, it certainly applies here, for it is your turn to be brave and let the world know you are looking for a fantastic internship!

Well, if there is “primary” networking, there must be “secondary” networking too. In this case, you might ask your personal contacts to ask people they know to help you. These people would not be your direct acquaintances but people your personal contacts know. That is why they are considered “secondary,” because they are once removed from you. Obviously, since they do not know you at all, they are probably not going to be as great a champion of your cause. Then again, if they really like your personal contact, they may adopt your cause as if you were a best friend, too! You never know, and that is why it is important to use both “primary” and “secondary” networking in this process.

The diagram below illustrates the relationship between you, primary and secondary networking.



Please do not forget to look your best when approaching your primary contacts and have those resumes and cover letters ready!

Finally, there is one other major avenue to take, one that is much more impersonal. This avenue is like casting a wide net in the ocean, because you really do not have any idea what may be swimming by. Even as you are using primary and secondary networking, you might want to concurrently use this third avenue. In some quarters it is referred to as a shotgun approach, rather than a more targeted campaign from the primary and secondary networking described above. You may consider searching in the following areas for internship leads:

- * Notebooks in the Office of Career Services, Internships and Leadership Development that list internship opportunities
- * The internet
- * Career and job fairs either on your own or through the Office of Career Services, Internships and Leadership Development
- * On-campus interviewing
- * Chamber of Commerce lists for possible organizations
- * Newspaper want ads
- * Headhunters
- * Resource books

Yikes! So much to do and so little time to do it! Students who are successful in securing an internship work hard on the process, and they are tenacious in their efforts. As stated in the beginning of this workbook, hundreds of Muskies have enjoyed internships, and you can, too! You are just going to have to work at it, utilize the resources at your disposal, and make a commitment to get that internship! ! !

The following account describes how the Muskie described on p. 4 found his internship at IBM:

I was first approached by Dr. Daquila during the fall of my junior year. He asked me if I was interested in applying for an internship for the following summer. I was attending Muskingum with the intention of becoming a math teacher, a career choice I made during my junior year of high school and had diligently pursued all through my college years. I initially told Dr. Daquila I would think about it, but had the intention of turning him down. I jokingly told my girlfriend about the internship and she, thankfully, had a different view on the opportunity than I did. Through the next couple days she did her best to change my attitude about

the internship, and slowly I began to see the great opportunity that was being presented to me. I went back to Dr. Daquila with a new attitude, willing to give my best shot at applying for the internship. As it ends up, an alumnus of Muskingum College had worked his way up to a considerably high position in software development at IBM. He was willing to accept a resume from a Muskingum student for consideration to fill a position in his division, but that in no way was an internship guaranteed. From what I've been able to piece together, he helped get my resume out of the pile of 200 applicants and into the final 20, and I was on my own from there. From those 20, two interns were to be chosen. Dr. Kokovich reviewed and corrected my resume several times and Dr. Perry (computer science professor with extensive experience in industry) wrote me a very persuasive recommendation. I had three different phone interviews with three different people. If you're interviewing with a big company, expect these interviews to be very diverse. One of my interviewers took on the role of a friend, joking around with me and chatting like we were old buddies. Another interviewer drilled me with technical questions and tried to make me feel inferior. The third was more of a mix between, asking me practical technical questions but not in a condescending tone. Believe it or not, this was planned. They wanted to see my reaction to each situation. Oddly enough, the interviewer who did rapid-fire tech questions and more or less bordered on rudeness ended up being my manager for my internship, and she is one of the nicest people I have ever met. I didn't hear back from IBM till late spring, which at the time I found very discouraging, but I realize now that it was the norm. I was given an offer. I wasn't told what I would be doing and had no clue how to prepare. The best thing is to keep an open mind and bring optimism with you.

There are other great examples of networking testimonials in Appendix E.

Chapter 9

YES!!! Someone wants to interview me! What now? I'm panicking!!!

Take a deep breath, relax, and smile — you have just had your first hit. It is not a home run yet, because you have not been offered the position, but you have reached first base. Now it is time to score! How you ask? By following the advice below:

- * Have someone with work experience conduct a mock interview with you. Then again, perhaps a couple of mock interviews would be appropriate, because practice does, indeed, make PERFECT!
- * Review and prepare answers to the most commonly asked interview questions. Please see Appendix F on p. 45 for some of these questions.
- * Anticipate how to incorporate life experiences into interview answers.
- * Familiarize yourself with different types of interview techniques (please refer to Appendix G on p. 48).
- * Review your resume so you can easily recall important facts and accomplishments.
- * Buy a Padfolio (a folder with a writing pad in it), and bring two writing instruments.
- * Educate yourself about the organization. How? By researching the organization through public documents (such as annual reports), the internet, alumni and friends of the college (some of whom are registered with the Office of Career Services, Internships and Leadership Development), various personnel you might know who work for the organization, the local Chamber of Commerce, a library's periodical and/or newspaper indices, to name a few.
- * The following list is information you might want to gather before interviewing with a company:
 - Location of headquarters, offices, plants
 - Officers of the organization
 - Future growth plans of the company
 - Sales, profit and dividend picture
 - Price of stock (if available)

- Competitors of the company
- Organizational structure
- Kind of entry-level positions available
- Career paths followed by graduates
- Type of programs available for employees (stock option, medical, educational)

Source: Ivancevich, John M., *Human Resource Management*, 9th ed., New York: McGraw-Hill/Irwin, 2004, 592.

- * Determine the exact location of the interview and estimate how long it will take to get there.
- * Clean and lay out clothes the night before the interview. We suggest that men wear a dark blue suit, a white or cream long-sleeved shirt, a conservative tie, dress slacks, appropriate socks and polished shoes. Make sure that your shoes and socks match the rest of your outfit. For instance, you do not want to wear brown shoes with anything blue! For women, we suggest a dark blue skirt suit, a white or cream colored blouse, appropriate hosiery and jewelry, and polished shoes. Ask people who have good fashion sense if your selections match and take their advice. The Internship Periodicals Notebook in the Office of Career Services, Internships and Development contains articles that offer great advice concerning both grooming and appropriate dress. You will notice that not everyone agrees with what is “correct” when it comes to issues of appearance. In fact, these issues often generate considerable debate. The articles are written for people seeking full-time positions, but the advice resonates and is applicable for you, too, when searching for that perfect internship.
- * There is a good chance that you may become part of a group interview, so do not be surprised if there are multiple interviewers. In some cases, there may even be more than one person interviewing at the same time with you.
- * There is also a good chance that you may be interviewed by more than one person during the day. Maintain a positive attitude and try to keep your answers fresh, even if you have answered the question many times before. Years ago, when Mr. Drubel was interviewing for a sales position with Dow Chemical, he had six different interviews in the morning, an hour lunch with a seasoned salesperson, and two interviews in the afternoon! You just never know. So try to be mentally prepared for any situation and adapt to the circumstances.
- * Get a good night’s sleep.

Chapter 10

The Interview

It's show time!!! All of your hard work is about to pay off and you are about to strut your stuff! Here are a few thoughts:

- * Remember to bring the Padfolio, your writing instruments and extra resumes.
- * Chew any mints and get rid of the gum!
- * Show up early for the interview, preferably 15 minutes or more. You can always wait in the lobby, read a newspaper or magazine, walk around the building, etc., if you are too early.
- * Remember to be yourself! Do not try to play a certain role, for you will come across as fake and insincere. The company wants to find out about you, not some role you are playing.
- * Turn off your cell phone! This includes turning off the vibrating option.
- * Be truthful and do not exaggerate.
- * Treat the first person and everyone else you meet with a smile, good humor, and dignity. All employees who make contact with you may have a say in your hiring, so do not assume that a secretary or receptionist is not important.
- * Immediately stand when the interviewer meets you, and firmly shake his or her hand.
- * Wait to be seated until the interviewer sits down or until you are invited to sit.
- * If anyone else enters the room, stand up, and greet them.
- * Call people Mr./Mrs./Ms. until you are asked to do otherwise. To a lot of people this is a really important demonstration of respect. You may have fallen into the habit of referring to your professors by just their last or first names at Muskingum. This is initially unacceptable in the work place. Wait until people ask you to call them by their first names.
- * Thank interviewers before the formal interview begins for their time and interest in you.

- * Watch your posture! For instance, do not put your hands behind your head, slouch, put your feet on the desk, etc. Sit up straight, show interest through your body language, and try not to speak too loudly with your hands.
- * During the interview, be proud of your educational background and do not apologize for coming from a small, private liberal arts college. Instead, if asked about your education, stress that you have received an excellent foundation in your particular field of study and a well-rounded education as well. Play to your strength that this combination has transformed you into a person who can handle a wide variety of assignments and that you are flexible in your thinking. Many firms want students just like you, so reinforce their positive image of liberal arts students by being excited about Muskingum and the education you have received here.
- * Show enthusiasm! Let them know you are truly interested in the position and want to learn and contribute.
- * Try to stay focused, but do not stare a hole through their head! Eye contact is important, but you do not want to freak them out by continually staring at them. They might think you are a little too intense and quite frankly, weird.
- * Listen carefully, jot down a few notes if appropriate, and follow-up on a few points the interviewers may have focused on during the give and take of the interview. For instance, they might mention that other interns have been hired by the organization after graduating and are now successful with the organization. A good follow-up question might be what career opportunities would be available if you were fortunate enough to be hired. You will notice that the word “if” is used in the previous sentence, not “when.” Why? Because you do not want to appear too cocky and assume you will be the one hired. By using “when” you would appear arrogant and that attitude would generally not be appreciated.
- * Always be respectful, polite, and charming.
- * Use your research when appropriate. For instance, you may be asked where in the organization you would like to work. You may have read about a new branch office or retail location near your home, so why not ask to work there? Then again, you may be the adventuresome type, so off to Chicago you go! The fact you have researched the company and know something about its locations will impress the interviewer. That is why learning about the company is so vital.
- * If all goes well, you may be asked to stay for lunch or dinner. Talk about walking into a potentially awkward situation! Please refer to Appendix H on p. 50 for proper meal etiquette and, if nothing else—use your utensils!

- * Near the end of the interview, use a few of the questions you have prepared in advance, without getting too personal. Be very careful in asking about the interviewer's life, because a lot of interviewers may not want to share their feelings about work, positive or negative. Therefore, stick to non-personal questions versus personal questions regarding their inner most feelings about the careers they have chosen. Those types of questions make you appear nosey and are generally considered inappropriate.
- * Near the end of your interview ask what the next stage of the process might be.
- * Be sure to shake their hands and to say thank you.
- * Exit with a smile (sounds like a country song), take a deep breath, and remember that the more you interview, the easier it gets. Really!

The following is a list of mistakes that you should avoid when going to your interview:

- Being disorganized or ill-prepared
- Appearing sloppy
- Setting unrealistic goals
- Projecting an inflated image of yourself
- Communicating ineffectively
- Not showing interest in the company/organization
- Not appearing alert
- Being interested only in money
- Providing contradictory answers to questions

Source: Ivancevich, John M., *Human Resource Management*, 9th ed., New York: McGraw-Hill/Irwin, 2004, 595.

Chapter 11

After the interview: the waiting game — will they want you?

No matter how Victorian this advice may be, you must follow it to the letter. Hand write a thank you note to everyone who interviewed you. Everyone! If you had more than one interviewer, write notes that are different, just in case they compare notes. Try to mention a particularly interesting part of your conversation so they know you were listening. Use quality stationery, and make sure you thank them for their time. Say you are still very interested in the internship, and you will look forward to hearing from them soon. The note should be short, to the point, and must give the impression of being genuine. Try to use your best penmanship, even if your handwriting is terrible. They will truly appreciate the effort.

If you are not contacted after 14 days, it is permissible to contact the potential internship sponsor. Why do you have to wait so long? The main reason is that most organizations move slowly, and it takes time to process you through the hierarchy. Be patient, but contact your interviewer(s) by letter after two weeks. If you believe they will not be offended, use email or phone. Be very upbeat, enthusiastic and optimistic. Let them know you still want the internship. Do not under any circumstances “go negative” by whining as to why they have not contacted you. They are probably very busy, and your internship may not be at the top of their “to do” lists.

We would recommend that you wait one more week before trying again if the first “reminder” is not answered. Again, be very positive, and indicate that you still desire the internship. If you do not receive a reply, or are turned down, it is time to let go and pursue your other opportunities. These opportunities may include other internships or perhaps part-time employment where internships are not available. Realize that sometimes your best efforts are not successful, and keep trying. You can always begin working on internships for the next semester or year while employed, and you may even create your own internship if the organization does not currently offer one. Try to always remain positive, proactive, and determined to turn a temporary setback into a success!!!

Chapter 12

YAHOO!!! I have an internship! Watch out world — here I come!!!

Always remember that you are an ambassador of Muskingum College. There may be an opportunity for future Muskies to follow in your footsteps at the organization, and your performance may lead to your own full-time employment. Therefore, you must be on your best behavior at all times — extremely helpful, gracious, and an asset to the organization. Here are a few tips for success:

Dress for the “typical” female:

- * The “Conservative” Look: A dark blue skirt suit almost always works for organizations that exhibit a conservative nature. Our best advice is to go to a good women’s store or section of a reputable department store and ask advice. In general, your conservative dark blue skirt suit will also need a conservative blouse (preferably white or a light cream) along with formal shoes and appropriate hosiery. Make sure to polish your shoes! Have the store personnel tailor your suit and spend the extra money for good to excellent quality. Depending upon the situation, you will probably need two or three suits (with the other two being conservative in their style and coloring) along with a couple of other jackets, blouses, and skirts. You will have to make a few judgments about what to wear after the interview process when you see how others in the organization are dressed.
- * The “More Relaxed” Look: As the name implies, your organization may not be as formal as the one described above. Therefore, when interviewing, take a good look at how people are dressed. This organization may encourage a more informal atmosphere where slacks and blouses are the norm, without jackets. You must still polish those shoes! In this organization, you will enjoy much more latitude with your clothing, but try to always maintain a certain sense of dignity and professionalism.

Dress for the “typical” male:

- * The “Conservative” Look: A dark blue suit almost always works for organizations that exhibit a conservative nature. Our best advice is to go to a good men’s store or section of a reputable department store and ask advice. In general, your conservative dark blue suit will also need a conservative tie and shirt (preferably white or a light cream) along with formal shoes and appropriate socks. Make sure to polish your shoes! Have the store personnel tailor your suit and spend the extra money for good to excellent quality. Depending upon the situation, you will probably need two or three suits (with the other two being conservative in

their style and coloring) along with a couple sports jackets, dress shirts, ties, and dress slacks. You will have to make a few judgments about what to wear after the interview process when you see how others in the organization are dressed.

- * The “More Relaxed” Look: As the name implies, your organization may not be as formal as the one described above. Therefore, when interviewing take a good look at how people are dressed. This organization may encourage a more informal atmosphere where a sports shirt with slacks, appropriate socks and polished shoes are acceptable. In this organization, you will enjoy much more latitude with your clothing, but try to always maintain a certain sense of dignity and professionalism.

Of course, we suppose there are organizations that are “totally” relaxed! Who knows what is appropriate in these organizations, so good luck! Our best advice would be to blend in and go with the flow! No matter what the “look” is for your organization, always wear clean clothes, make sure they are ironed, and try to have some fashion sense (no plaids with stripes!)

Other tips for success:

- * Be reasonably early to work every day.
- * Do not watch the clock and bolt out the door at the precise moment your shift/day ends. Nothing looks worse to an employer than interns who are eager to leave the exact second they can do so. If nothing else, spend the extra time preparing for the next day or catching up on some work.
- * Do not get involved in “office politics” where you gossip about or try to hurt the careers of others. Strive to stay above the fray and “pass” on participating in office politics. You are a guest of the organization and should act like one.
- * Sloughing off is also not appropriate just because your work experience is “just an internship.” Ask your mentor for additional work, more responsibilities, etc., if you complete assigned work ahead of schedule. Take the initiative!
- * Be polite and positive!
- * Listen carefully and follow directions. Feel free to offer input as to how tasks can be done better, but do so with great care and tact. Try not to be argumentative, but rather helpful when offering suggestions for improvement.
- * Accept with grace even the most mundane tasks. Everyone has to “pay their dues,” even you! The “grunt” work will not last forever, and sometimes this work is given to see what you are capable of and how much you complain.

- * Also, accept with grace any criticism that you may receive concerning any aspect of your internship. Be cool, reflect on the criticism, correct any problems, and learn from the suggestions for improvement given to you. In almost all cases, criticism is deserved and is meant to make you better.
- * Learn the culture of the organization so you will not commit any ethical or social miscues. For instance, if everyone takes an hour for lunch and not one minute more, then you do the same!
- * If you make a mistake, admit it, correct it, and move on.
- * Sincerely compliment others if appropriate, and accept compliments gracefully.
- * Thank people when they help you.
- * Treat everyone with respect and dignity.
- * Do not yell, scream, or throw temper tantrums, and do not whine to your co-workers.
- * Respect ALL confidences.
- * Give your student and/or alumni mentor(s) a call/email to let them know how you are doing.
- * Have some fun!!!

Chapter 13

Oh, no! The internship is over—what needs to be done now?

Begin the closure process by writing thank you notes to all of the people at work who had a direct impact on your life at the organization. This list may include a lot of people, so be original, and try not to leave anyone out. Also, complete and turn in your assignment from the original internship proposal for Muskingum (if you applied for credit).

Finally, see Mr. Drubel for an exit interview that will take approximately 30 minutes. This interview will enhance the workbook, the web site, and the chances for the success of other Muskies.

CONGRATULATIONS!!! Your next step is full-time employment or perhaps another internship? Why not?

One more thought before you go. Are you ready to be a student mentor for a first-time internship student? Please let Mr. Drubel know, because your assistance would be greatly appreciated by the entire Muskingum College community.

Appendix A

Internship Policy

Internships are opportunities for selected students to become actively involved in experiences beyond the college campus. These experiences are supplements to, and not substitutes for, the regular curriculum. Regulations regarding internships are intended to ensure that (1) only those students with the ability and desire to link academic and practical experiences are eligible, and (2) internships meet rigorous standards on both the practical and academic level.

Departments have primary responsibility for the supervision of internships. Some departments have a course listed as [398-399: Internships in [], and a faculty member designated as the source of information about internship opportunities and policies. For departments which do not have this offering, the course IDIS 300: Internships may be used and the credit will be assigned to the appropriate department under which the internship is being administered. Students may initiate internship proposals, but all internships must meet the same minimum standards and be approved by the department chair and supervising professor prior to the beginning of the experience or within two weeks of the beginning of the experience.

If the student and the academic advisor believe that the internship experience is truly interdisciplinary, the student may submit multiple proposals, one to each department involved. The total hours earned will be divided among the departments, e.g., a student earning twelve hours of credit may propose that nine hours be earned in political science and three hours in sociology. Each proposal must be approved by the department involved. To be eligible for an internship, a student must have achieved **junior standing (60 hours)** prior to the beginning of the internship and must have at least a **2.50 cumulative GPA**. A minimum of 40 work hours combined with readings and written projects or papers are required for each semester hour of credit.

Internships are graded S/U only. If a student, the supervising professor, the academic advisor, and the appropriate department agree that the written work submitted will meet the standards of a seminar paper within that department, the department may request that the internship hours be converted to seminar hours and that a letter grade be assigned. In this case, the hours will still count toward the maximum number of internship hours allowed.

Students may apply a maximum of **16 semester hours for all internship experiences**, including student teaching, toward a degree. A maximum of **six hours may be earned in any one semester or summer session**. A waiver of the six-hour maximum may be granted when a student desires to participate in an established, off-campus internship program, e.g., the Washington Center or ECC programs. Tuition will be charged at the rate in effect for the semester or summer session in which credit is requested. These hours may be included as part of the normal semester load, but may affect the decision to allow a course overload. All hours earned through internships are included when the number of hours within a department are computed.

To propose an internship, a student must submit a completed and signed proposal form (obtained from the VPAA office) with a written proposal that includes: 1) the purpose of the internship; 2) when and where the work experience will take place; 3) the amount and type of work to be done; 4) the methods by which the work experience will be evaluated; 5) a bibliography of readings to be done in conjunction with the work experience; and 6) a description of the paper or project to be submitted for evaluation. The original will be kept in the Registrar's file, with copies going to the student, the student's academic file, the supervising professor, the on-site supervisor, and the department chair.

(Curr. Comm. Approval 10/86; Rev. 5/89; 2/94; 9/98)

INTERNSHIP PROPOSAL

Student No. _____ Name _____

Local Address _____

Are internship hours to be credited toward major _____ minor _____ or IDIS _____

If so, which department _____

No. of semester hours requested _____ for (semester or summer) _____ year _____

No. of work hours proposed _____ Dates of proposed work _____

Title of proposal: _____

Note: Please attach copy of written proposal.

Signature	Approve	Deny	Date
Student _____			
Supervising Professor _____			
Academic Advisor _____			
On-site Supervisor _____			
Department Chair or Supervising Professor _____			
VPAA _____			
Registrar _____			

OFFICE USE ONLY

Course number: IDIS

Department:

Appendix B

Testimonials and advice from current Muskies and Alumni

Major: Business
Internship: Historic Roscoe Village, Coshocton, OH
Date: May-August 2000
Paid? Yes
Academic Credit? Yes
Did you submit a resume? Yes
Did you provide a cover letter? Yes

Job description: I served as an assistant to the Public Relations Manager and assisted the Special Events Coordinator. My duties included writing press releases, planning festival activities and working closely with the Director of Marketing. The festivals would involve vendors, musicians, entertainment and seminars. I would organize accommodations, parking, concessions, programming, signage and other logistical details regarding these events.

Testimonial: The internship was a wonderful opportunity. I learned the importance of working as a team, communicating with the public and co-workers, problem solving and multi-tasking. My internship helped me develop as a person because I realized that what I was learning in the classroom really did help me in the real world. I gained a lot of self-confidence because I learned I could face challenges in the workforce and complete them to the best of my ability. This opportunity at Roscoe Village led to a job offer after graduation. I feel my internship opened a lot of doors. I met great people who I am still in contact with and it enabled me to experience the workforce in the perfect setting.

Major: History and International Affairs
Internship: Rutherford B. Hayes Presidential Center, Fremont, OH
Date: June 1-August 15, 2003
Paid? No
Academic Credit? Yes
Did you submit a resume? Yes
Did you provide a cover letter? Yes

Job description: Most of my internship was performed under the Director of Museum and Education and also the Museum Curator, in which I assisted the Collections Manager. The bulk of my tasks included accessioning items into the museum's collection, which included photographing, describing, packaging and storing a variety of artifacts while also entering their information into the museum's PastPerfect software. Also, near the end of the internship one of our foremost projects was to continue the ongoing inventory of furniture,

paintings and items in the Hayes Home. In addition, however, my internship was designed to provide a broad overview of the day-to-day operations of a museum and therefore the Director of Museum and Education was able to expose me to a variety of departments and positions. I assisted the Supervisor of Docents, learning how to give tours and also how to direct tours to various age groups. Another aspect of the internship included assisting with exhibit preparation, set up and dismantling. I helped dismantle, move and set up a traveling exhibit made by HPC on Ohio Presidents, moving it from the McKinley museum in Canton to the Taft National Historic Site in Cincinnati. I also helped set up two traveling exhibits into HPC, one from C-SPAN and another from the American Quilters society.

Advice: When taking an internship, try to find the best possible situation, and not necessarily the one that pays the best. My internship was conducted as unpaid, but I gained the best experiences from having the ability to take the internship regardless of its financial situation. I found one that was truly tailored more towards what I wanted to learn, and I was fortunate to have staff that were more than willing to answer any questions and always kept me busy with a variety of jobs. Be patient when searching and also don't be afraid to contact different places as people are usually more than willing to help out college students or at least answer questions. Especially in history, many places need all the extra help they can get, and every staff member I met at HPC and the other sites we worked with were knowledgeable and willing to give advice. Also, be open-minded, as parts of the internship may not be what one expects, but that goes with the process of seeing what is desired and not desired as a future profession. Internships can also be fun and a great place to make contacts and ties for the future, particularly if one ends up enjoying the field; the staff can be an important component as a reference letter for graduate school applications.

Appendix C

Sample Resume Outline

This is simply an *outline* of information usually included in a resume. There are no hard and fast rules for resume preparation other than they must be honest, pleasing to the eye and error free. The objective is to present your background and credentials in their most favorable light. **Make your resume work for you.**

- I. Identification** – Includes your name, address and telephone number. Be sure to include your college address if applicable, and Email address if you use it.
- II. Job Objective or Career Goal** - Specify the kind of job or field of work you want. This is one of the most important sections as it identifies the position you are seeking. Be brief and concise. If you are not able to narrow your objective to a single position, consider leaving it out altogether and developing a paragraph within your cover letter.
- III. Education** – (Place this section next unless you have had previous highly responsible experience.)
 - A. College** – major and minor subjects, degree and date received, grade point if 3.0 or better, scholarships or honors (if numerous, include under a separate heading), percentage of college expenses earned, related courses when appropriate, senior seminar, etc.
 - B. High School** – (optional) Include distinguished offices held, activities, honors.
- IV. Experience** – List jobs in reverse chronological order, the most recent first. Include voluntary work, work study, internships, etc., if they appear relevant to your job objective.
 - A.** Position title
 - B.** Employer
 - C.** Dates of employment
 - D.** Responsibilities – be concise, use action verbs, emphasize supervisory or leadership experience
 - E.** Student teaching experience (if applicable) – include grade and subjects taught, school district, name and phone number of cooperating teacher, and date
 - F.** Military experience (if applicable) – branch, length of service, duties, etc.
- V. Honors and Activities** – (optional) This section does not have to include every activity you have ever been involved in. Be selective, stressing leadership affiliations or certificates, hobbies, civic organizations, etc.
- VI. Background or Miscellaneous Section** – (optional) Include miscellaneous information such as language ability, special skills, professional affiliations or certificates, hobbies, civic organizations, etc.
- VII. References** – This can be handled with the simple statement, “Available upon request from the Office of Career Services, Muskingum College, New Concord, OH 43762, (740) 826-8084” **if you have established a credential file.**

JAMES C. GIBSON

Home Address

14998 Grant Lane
Pickerington, OH 43147
(614) 837-2266

Campus Address

Muskingum College
New Concord, OH 43762
(740)-826-8420

OBJECTIVE

To secure an Adolescent/Young Adult teaching position in the field of language arts. Interested in coaching basketball.

EDUCATION

Bachelor of Arts in English, May 2003.
Muskingum College, New Concord, OH 43762.
Licensure: Ohio two year provisional, AYA in the field of English, grades 7-12. Certificate of Novice Computer Competence in Productivity, Information, Networking and Media/Hypermedia Tools.

STUDENT

Cambridge City Schools, Cambridge, OH.
General English, Grades 10 and 11. Spring 2003.
Cooperating teacher, Susan Doe, 740-439-0000.

TEACHING

Contributing writer for B & M, College newspaper.
Retention aide during senior year at Project R.E.A.C.H., an after school program that offered tutoring for at-risk middle school children.

RELATED

Student Assistant Coach, Muskingum College, 2002-2003 school year. Organized and instructed Junior Varsity basketball team.
East Side Summer League, Summer 2002. Coached Pickerington High School boys varsity basketball team.

EXPERIENCE

Sigma Tau Delta, national English honorary
Dean's List
Muskingum College Faculty Scholarship
Intramural basketball
Class officer

Service Supply Company, Columbus, OH, Summers 2001 and 2002.

Served as sales representative distributing advertisement catalogues to potential customers.

**HONORS AND
ACTIVITIES**

Available upon request from the Office of Career Services,
Muskingum College, New Concord, OH 43762, (740) 826-8084.

PATRICIA J. MOON

Permanent Address
1234 Main Street

Present Address
Muskingum College

OBJECTIVE

To secure a position in early childhood education.

EDUCATION

B.A., Early Childhood Education, May 2003.
Muskingum College, New Concord, OH. GPA 3.6/4.0.
Licensure: Ohio 2 year provisional, Early Childhood (PreK-3) with reading endorsement.

STUDENT TEACHING

McIntire Elementary, Zanesville, OH, Fall 2002.
Prepared and taught lessons for a first grade class.
Completed two Praxis III evaluations.
Created classroom management system.
Cooperating teacher, Jane Smith, 740-454-0000

Perry Elementary, New Concord, OH, Fall 2002.
Prepared and taught lessons for a kindergarten class.
Created a teaching unit on maps, globes and the continents.
Cooperating teacher, Frank Star, 740-454-1111.

Completed training in the following: First Aid, Communicable Diseases, Child Abuse, Nutrition and Safety.
Novice certified in computer course work.
Tutored a child with learning disabilities in reading and phonics skills.
Baby-sat for a family with two children, ages 3 and 5.

RELATED

Faculty and endowment scholarship
Dean's List
Phi Theta Beta, education honorary
Chapter President, Council for Exceptional Children

EXPERIENCE

Vice President, Residence Hall Association
Fellowship of Christian Athletes
Member of Bacchus
Women's social club treasurer

Food server, Aramark Foods, school years 2000-2002.
Camp Counselor, Camp Mohican, summers 2001 and 2002.

HONORS AND

Available upon request from the Office of Career Services,
Muskingum College, New Concord, OH 43762, (740) 826-8084.

JEFFREY B. ALLEN

Permanent Address
4321 South Main Street
Columbus, OH 44146

Campus Address
Muskingum College
New Concord, OH 43762

OBJECTIVE Research position

EDUCATION B.S., Muskingum College, New Concord, OH. May 2002
Biology major, Chemistry and Psychology minors.
GPA: 3.81/4.00

RESEARCH RELATED EXPERIENCE Senior Research, Muskingum College.
The analysis of aluminum released into food by aluminum cooking utensils; to determine how the aluminum levels increase in the brains of Alzheimer's disease victims.

Laboratory Assistant, Chemistry Department.
Responsible for preparing solutions for laboratory use and categorizing chemicals according to compatibility and safety.

Sigma Xi, Research Society.

Tri Beta, Biology Honorary, treasurer.

Biology and Vistas of Natural Science Tutor.

Dean's List
Muskingum College Scholarship
Lambda Sigma, sophomore honorary
Scholarship Day recipient
Varsity football, 4 letters
Rush chairman, men's social club

Fort steward, men's social club, 2000-2001.
Managed kitchen operations, hired cook and student servers.
Also responsible for maintenance and inventory.

HONORS AND ACTIVITIES Crew worker, Rax Restaurant, Columbus, OH. Summers 1999 and 2000.

JANE S. JOHNSON

Campus Address
Muskingum College
New Concord, OH 43762
(740)-826-8397
email

Permanent Address
701 16th Street
Cambridge, OH 43725
(740) 432-5684
email

OBJECTIVE To secure a position as a radio or television reporter.

EDUCATION **BA, Muskingum College, May 2003**
Major: Speech Communication
Minors: English and History
GPA: 3.5/4.00

Diploma, Cambridge High School, 1999
Newspaper staff, yearbook editor, cheerleader, Buckeye Girls State delegate

CAREER RELATED EXPERIENCE **News Director, WMCO-FM, 2001-2003**
Recruited and trained news staff, produced three daily expanded newscasts, supervised local news coverage for campus radio station.

Internship, WCMJ 96 FM, 2002
Commercial station in Cambridge; gained on-air experience, conducted phone interviews, wrote stories.

Newsroom Intern, *The Daily Jeffersonian*, summer 2001
Wrote feature and news stories for the Cambridge newspaper; worked with photography and advertising.

Amos Family Scholarship Award for Broadcasting
National Presbyterian Scholar
Senior Honorary
Muskingum College Broadcasting Scholarship

HONORS **President, Society for Collegiate Journalists**
Co-chairman, Homecoming Committee
Member, Delta Social Club
Chairman, Publicity and public relations, Campus Student

AMANDA C. JONES

Muskingum College, 163 Stormont St.,
New Concord, OH 43762
740-826-0000, email:

OBJECTIVE

To obtain an internship position in the field of history.

EDUCATION

2000-present	Muskingum College	New Concord, Ohio
	<i>History and International Affairs Majors</i>	
	<ul style="list-style-type: none">• Dean's List, four semesters	
1996-2000	Perry High School	Perry, Ohio
	<i>Diploma</i>	
	<ul style="list-style-type: none">• Awarded State Honors	

SUMMER JOBS

Ruby Tuesday Classic Grille, Cambridge, OH, Nov. 02-present.
Server

Waldenbooks, Mentor, OH, Dec. 01-Jan. 02, May 02-Aug. 02.
Bookseller

Payless Shoe Store, Mentor, OH, May 02-Aug 02.
Associate

EXTRACURRICULAR ACTIVITIES

Muskingum College Varsity Women's Soccer, 3 year member.

Centerboard, student activities board, 1 year.

Coffeehouse Committee Chairperson, 1 year.

Theta Phi Alpha, National Women's Fraternity, 2 year member.

Risk Manager, Theta Phi Alpha, 1 year.

Phi Alpha Theta, History Honorary, 2 year member.

Order of Omega, Greek Honorary, 1 year member.

Soccer Program House, furthered campus and community involvement through the sport of soccer, 1 year.

Student Senate, Independent Student Representative, 1 year.

Appendix D

Sample Cover Letters

Your Address
City and State

Date of Writing

Mr. John Jones
Director of Personnel
XYZ Corporation
123 Main Street
Chicago, IL 60038

Dear Mr. Jones:

First paragraph – tell why you are writing, name the position for which you are applying, and tell how you heard of the opening.

Second paragraph – state why you are interested in working for this employer, and specify your interests in this type of work. Refer to your enclosed resume. If you have had experience, be sure to point out any achievements you have accomplished in this field or type of work.

Third paragraph – have an appropriate closing to pave the way for an interview. Ask for an appointment on some specific date, request an application blank, give your phone number, or offer some similar suggestion for an immediate and favorable reply.

Sincerely yours,

Your name (typewritten)

Enc.

Note: Letter should be balanced on the page – that is, letter should be spaced according to length.

163 Stormont
Muskingum College
New Concord, OH 43762

March 18, 2003

Holly Kosalko
Attn: Human Resources Department
Rock and Roll Hall of Fame and Museum
1 Key Plaza
Cleveland, OH 44114

Dear Ms. Kosalko:

I am writing to apply for an unpaid internship position at the Rock and Roll Hall of Fame and Museum for the summer of 2003. I will be available for the position beginning on May 12th through July 15th. My areas of interest lie in positions of curatorial and exhibition work.

Upon completion of my Bachelor's Degree in History from Muskingum College, I plan to attend graduate school and pursue a degree in Museum Studies. Gaining experience in a museum setting would be a great opportunity for me.

I feel that my high academic standing, a GPA of 3.778 on a scale of 4.0, and involvement on campus prove my dedication toward learning, sharing knowledge, and cooperating with other people. I also welcome the opportunity to experience new situations and learn new skills, which has often been the reason I joined campus organizations and held offices within them. In addition, I have held a variety of summer jobs, each laden with interaction in a public setting, allowing me to sharpen that important skill. All of these qualities make me a valuable candidate for an internship your museum.

Thank you for your consideration, and I look forward to hearing from you. I can most easily be contacted through e-mail at *****@muskingum.edu or by calling 740-826-0000. Thank you again for your attention.

Sincerely,

Jana C. Jones

10 Common Mistakes To Avoid When Writing Your Cover Letter

- don't overuse "I"
- don't use a weak opening
- don't omit your top selling points
- don't make it too short or too long
- don't repeat your resume word-for-word
- don't be vague
- don't forget to customize
- don't end on a passive note
- don't be rude
- don't forget to sign the letter (unless you are sending it via e-mail)

OTHER TIPS

Be grammatically sharp!

Even the smallest error can leave a big impression.

Your cover letter is not your autobiography.

**The focus should be on how you meet an employer's needs,
not on your life story.**

Put your future in your own hands with a promise to follow up.

Appendix E

Great networking tips from current Muskies and Alumni

Majors: Psychology and Neuroscience

Internship: National Institute of Child Health and Human Development (NICHD),
Bethesda, MD

Date: June-August 2002

Paid? Yes

Academic Credit? No

Did you submit a resume? No

Did you provide a cover letter? No

Job description: I worked in a research lab in experimental psychology. The lab used primates as animal models for studying social behavior. There were a number of principal investigators all working in the same primate unit, and they worked on a wide variety of projects in attachment, alcoholism and communication. My project specifically considered species-specific isolation calls. These are similar to infant cries and occur in all mammals. We looked at this in primates behaviorally by presenting stimuli and then counting responses. We also considered this at the cellular level in rats. This was done with aminocytochemistry. We isolated rat pups from their mom, and then made slides of brain slices and then labeled them for C-fos expression/activation for confirmation of what we saw behaviorally and to attribute specific areas being used. The problem was that the C-fos activation occurs for lots of things and so even though there was lots of activation, it didn't mean much. The experience was still wonderful in terms of mechanics, theory and the experimental process/design.

Networking testimonial: In January of my sophomore year, I began thinking of doing an internship. I applied to only one place. I had been encouraged to apply, however, and was also told that it was unlikely that I would be able to get an internship, as many places are looking for more experienced students. I was unsuccessful this year, and instead made the most of my summer job, in an attempt to make it meaningful and productive.

The following January I began again. I started by making an appointment with my advisor, Dr. Normansell. We first discussed my interests and career goals. He directed me to the psychology/neuroscience web pages for listings of places students had gone in the past. He also recommended that I look all over the web page. I then attended a workshop held by the science division, and learned more about internships, especially about REU internships, which are often funded and so I browsed their web site, which has a lot of listings for possible placements in the social sciences. After I had researched the possibilities, I narrowed my search to about five to seven. I chose some that were local, in Ohio, as well as some in the western USA and in Washington, D.C. They were at a number of places—colleges and universities as well as government institutes.

The next step, getting letters of recommendation, is one that is best done as soon as possible. It is even possible to ask your letter writers to give them a heads up before you finalize your choices. It is also good to provide your resume to those writing the letters as well as the site information as soon as possible. I chose people who had worked closely with me in courses and in the lab, and tried to find people who had connections with others at universities. Networking really seemed to pay off for me in this area.

All of the internships that I applied to also required essays and fairly lengthy applications. Most required transcripts to be mailed out as well. Many sites had online applications, which makes it organized and convenient to apply. The deadline for different ones I applied to varied quite a bit, but was around March. Some are rolling admission, so it can help to get it in early. The turn-around time was anywhere from a couple of weeks to about a month to hear back from them. Once I started hearing back, I was advised to only have a decision between two at all times, so if I had three offers, I had to reject one, and then continue on. Once I got down to the final two, I had a hard time deciding. I made lists of pros and cons, and talked it over with my advisor.

I based my decision on the culture and advantage of getting out of Ohio for a summer. I wanted not only to learn more psychology and research, but also to grow on my own, become more independent. I didn't ask the programs questions, but in hindsight it may have been helpful to have asked ahead of time about the availability of programs outside the lab, like lectures, symposiums, meetings, interaction with other students and publications. This would have been helpful information. I lucked out and got all of this with the internship I chose!

<p>Major: Speech Communication Internship: WHOK Country Legends 95.5, Columbus, OH Paid? No Academic Credit? Yes Did you submit a resume? Yes Did you provide a cover letter? Yes</p>

Job description: While my internship had many great aspects, the best part of working for the WHOK promotional department was that my job and duties changed every single week. I was required to have four hours of regular office hours per week, which I fulfilled on Friday mornings from 8 a.m.-12 p.m. During these office hours, I was a typical intern. I became really good at faxing documents, mastered the copy machine and could file papers with the best! Aside from those mundane tasks, I also wrote press releases, and during an air shift I drafted traffic logs, papers that outline commercial breaks and other special events. I was also required to attend at least one "street team" or "promotional" event per week. These events are what really made my internship experience an awesome one.

Events varied from live remotes at a local bar, to movie premieres and concert pre-shows. The type of event dictated the type of work that was expected of me and the other interns. During a live remote, we would set up sound equipment, hang station banners and spend the rest of the broadcast talking with people and passing out WHOK paraphernalia. As for a concert pre-show, we would get to the venue about two hours prior to the gates opening, set up the WHOK tent and sound equipment, pass out flyers promoting the station, and register people for contests until the opening band or artist started to play. It was at this point we could tear down and enjoy our VIP seating! Basically, my job as an intern outside of the office was to set up and tear down equipment, and spend the rest of the time talking with listeners and being a good representative for the station.

Networking testimonial: Last Christmas, I thought, “When I graduate, I will be dumped into a sea of a million other college graduates with degrees in speech communication. How will I be able to separate myself from the rest? Ah ha! I will get an internship, gain some experience and start making contacts within the radio and mass media field.” My first consideration was the location of my internship. I live in Ada, Ohio, where there are no big radio stations, or even small ones for that matter. So, would I apply to a station near my hometown, or I would I make a complete break and move to a city such as Columbus or Cleveland? After discussing the situation with my parents, I decided to apply to both stations near my hometown and to three in Columbus.

The next decision I had to make was, for what kind of station would I like to work? I am very into country music and alternative rock, so I focused on stations with those particular formats. I spent many hours surfing station websites, collecting information and documenting contact numbers and names. If the web-site did not provide a contact number or name for the promotional department, I would take the information for the overall station manager. After gathering the information, I constructed a resume and drafted a cover letter. I had my resume checked by my advisor before sending a copy of it via e-mail to the contact people at the stations I chose. I had no idea if I would ever hear back from any of the stations or what their reactions would be. Needless to say, I was pleasantly surprised when within a week, I heard back from all three stations in Columbus and one near my hometown. The replies from the stations asked for either more information or for a possible interview time. I had planned out the process so I would be able to conduct the interviews over spring break.

I quickly responded and thanked them for considering my resume and offered a variety of time slots for an interview. Since I did not want to make several trips to Columbus over break, I was able to schedule all three interviews in Columbus for the same day. I never heard back from the station near my hometown after I supplied more information and interview dates. But that was quite all right with me because I really wanted to strike out on my own and live in Columbus for the summer. All three interviews in Columbus were very similar. I met with the promotional department along with the station manager. Everyone in radio is so laid back, so the atmosphere was extremely relaxed in all three instances. Questions ranged from what type of music I really enjoyed, to why I chose Muskingum College,

to whether I liked White Castle. One station offered me an internship position on the spot and the other two, while extremely positive, said they would contact me. Two days later, both stations called and offered me an internship.

Now I was faced with another tough choice. I really liked all three stations, the individual music formats of each station and, of course, the people. I chose WHOK for a couple of reasons. While I would hold the title of a “WHOK” intern, two other stations were housed in the same suite with WHOK, one being an alternative rock station, and interns worked for all three stations. How could I pass up doing work for two stations having my two favorite music genres?!?!?!? Think of the concert tickets I could perhaps get! After I contacted WHOK to confirm my internship, we set up a date to start.

Appendix F

Commonly Asked Interview Questions

Here are some of the questions you can expect at your interview and some thoughts on how to answer them. We have left room for you to practice your answers, which could be a valuable preparation tool.

Tell me a little bit about yourself.

This is an open-ended question usually asked to help “break the ice.” The key thing to remember is to keep your response related to the job. Be specific and don’t ramble. Your answer should be about two minutes in length.

Why are you interested in working for this company/organization?

This will show the employer that you have done your homework. Be specific and state what you have learned about the company through your research.

Why have you chosen this particular field?

This allows you to demonstrate your enthusiasm and dedication to your field.

Describe your best/worst boss.

Be positive. Speak about your best boss if possible. If pressed to speak about your worst boss, try to put a positive spin on it. For instance, “I had a supervisor who was often very vague. However, because of this, I learned the value of good communication.”

Give me an example of a problem you encountered either in school or at work, and explain how you solved it.

Be logical. State the problem and then illustrate the step-by-step procedure you used to correct it.

What is your major strength/weakness?

Your major strength should be easy, but be sure it is directly related to the position. As for your major weakness, again, put a positive spin on it. For instance, "I tend to be nervous around my supervisors, although I've gained more confidence in that area since my last job where my supervisors encouraged me to ask questions."

Describe an experience in which you worked as a part of the team.

Being able to both contribute to and lead a team are very important qualities. Give this question serious consideration and develop answers for both situations.

What was the last book you read?

This is intended to see if you remain current in your field and/or read for self-improvement. Think of (and read) a book that relates to your business or contributes to your personal growth.

What kind of things are you looking for in an internship?

Why did you attend Muskingum?

What kind of career do you have planned?

What do you consider to be a worthwhile achievement of yours?

Are you a leader? Explain.

How do you plan to continue developing yourself?

Why did you select your major?

What can I tell you about my company/organization?

What kind of things are you looking for in an internship?

Do you have any questions for me?

This is a question you can always anticipate. Moreover, as a result of your research, you should always have several good job and/or company specific questions to ask. Again, it shows that you are prepared.

Appendix G

Interviewing Types and Tips

Employees often use a variety of interview techniques and settings to determine your hireability. It is to your advantage to be aware of which type of interview you will be having and how to respond accordingly. Following are common interview types and suggestions on how to be successful in each situation.

Screening Interview: These interviews are usually handled by a representative from the Human Resources department and tend to follow a set format and logical procedure. Sometimes a written “personality” test will accompany this type of interview. **TIP:** Emphasize succinctly and directly that you possess the desired skills/abilities for the position. For phone interviews, keep your portfolio close at hand for easy access and reference. For video interviews, rehearse in advance with a career counselor to come across naturally.

One-on-One Interview: This is the most common interview format and is usually conducted on site by the hiring supervisor. The interviewer focuses on questions to assess your skills, knowledge, and abilities as they relate to the job. **TIP:** In addition to selling your key strengths, ask what problems the supervisor currently is facing and then suggest strategies that he or she could implement to resolve the issues.

Panel Interview: This group interview is usually conducted by three or more people representing different departments within the company, and they generally ask you questions that correspond to their areas of interest/expertise. **TIP:** Remember to direct your answers to the person who asks the question, but maintain eye contact with the other members of the group as well.

Peer Group Interview: This type of group interview will introduce you to your potential co-workers. They will probably not have the ultimate authority as to whether or not to hire you. Rather, they will be evaluating you and making recommendations as to whether or not you will “fit in.” **TIP:** Focus on being agreeable and approachable rather than someone with all the answers.

Luncheon Interview: The luncheon interview is to assess how well you can handle yourself in social situations. You will probably be dining with your potential boss and co-workers, as well as a Human Resources professional. **TIP:** Make your meal selections carefully. Select light, healthy, and easy things to eat. Do not order alcohol even if others do.

Second Interview: Second interviews are similar to first interviews except they are usually longer (one to two days), involve more people, and are often held at company headquarters. You may have a combination of individual, panel, and peer group interviews throughout the

process. The focus of the second interview is to ensure that you have the necessary skills and that you will blend well with the organization's culture. TIP: Switch your focus from emphasizing your specific strengths to selling yourself as a well-balanced package. Listen carefully to the interviewers to determine any underlying concerns and attempt to dispel them. Prove that you've researched the company and emphasize that you will work as a dedicated member of the organization.

Source: "Interviewing Types and Tips." *Job Choices for Business & Liberal Arts Students: 2004*, 42.

Interview Techniques

Within each type of interview, several techniques can be used. The different techniques set the format and tone that will be used to conduct the interview.

Structured interview: This technique uses a predetermined outline, allowing the interviewer to maintain control over the interview. All pertinent information on the applicant is covered systematically. The same type of information is used on all interviewees, allowing systemic coverage of all questions deemed necessary by the organization.

Semistructural interview: In this interview, the interviewer prepares the major questions in advance, but has the flexibility to use techniques such as probing to help assess the applicant's strengths and weaknesses.

Situational interview: This technique uses projective techniques to put the prospective employee in action situations that might be encountered on the job. An example would be seeing how the interviewee handles a customer complaint.

Unstructured interviews: This technique uses no predetermined checklist of questions. Instead, it uses open-ended questions such as "Tell me about your previous job." Problems that can arise from using the unstructured interview include a lack of systemic coverage of information, and susceptibility to the personal biases of the interviewer. This type of interview, however, does provide a more relaxed atmosphere.

Stress interview: This style is designed to place the interviewee under pressure. The interviewer assumes a hostile and antagonistic attitude toward the interviewee in an attempt to detect if the person is highly emotional. The stress interview is used only on a limited basis.

Source: Rue, Leslie and Lloyd Byars, *Management Skills and Application*, 10th ed., New York: McGraw-Hill/Irwin, 2003, 216-217.

Appendix H

Meal Etiquette

Etiquette

- Sharing meals is a time-honored way of cultivating trust — thus the reason for etiquette.
- It is about presenting yourself with polish and should be taken seriously.
- It helps you to be comfortable around people.
- Since you cannot know all the rules — know the basics.
- Be considerate and attentive to the concerns of others to limit social mistakes.
- Always be courteous and thoughtful to those around you.
- Different cultures mean different etiquette.
- Never swear! You will be perceived as less intelligent.

Arrival and Introductions

- Wait to be seated if the host has not arrived.
- Immediately introduce yourself with a firm handshake (not just fingers/not too tight). Always stand for introductions, and make sure you introduce yourself to everyone at the table.
 - Women - Sometimes men wait for a woman to offer her hand to be shaken. Automatically extend your hand to avoid confusion.
- The name of the person of highest rank (guest of honor) should be spoken first. Introduce others to them.

Tip (reception or social event)

- Keep your beverage in your left hand so your right hand is not cold or wet from the glass.
- If someone approaches you away from your table while you are holding a plate and a glass, set the plate on top of the glass.

Getting Seated

- Follow the lead of the host/hostess.
- The host/guest of honor should sit down first.
- Sit up at the table — no elbows or forearms on the table during dinner.
- Do not fidget with the tablecloth, napkin, silverware, your hair or fingernails.
- Turn off cell phones and beepers, including the vibrating option.

Once Seated

Napkin

- Wait for the host/hostess to take their napkin and place it on his/her lap.
- This should happen in first 10 seconds of sitting.
- Fold your large napkin in half once before placing it on your lap.
- Napkin remains on your lap until everyone is leaving the table after the meal.
- If you must “excuse yourself” during the meal, place your napkin on your chair.
- When dinner is finished, place your napkin on the table to the left of your plate.

Things to remember

- Follow the lead of the host/hostess.
- Do not discuss business matters until the end of the meal unless prompted. Let the host set the tone.
- Be prepared to talk business.
- Formal dinners are a way to build rapport.
- Be polite.
- Err on the conservative side. No alcohol even if host is drinking. If you do, limit the number to one or two.
- Watch for clues from the host for what to order, filet or sandwich, to gauge the price range. Avoid the most expensive item on the menu.
- Order the same amount of courses as the host.
- Do not overburden yourself and your wardrobe by ordering difficult foods such as lobster, crab, spare ribs, deep-colored sauce or gravy, or spaghetti.
- You may begin eating when host begins to eat. Not even a sip of water until then.
- In a banquet situation, wait until those around you are served and begin eating together.
- Food should be passed to the right.
- Reach only for items in front of you. Ask that other items be passed to you.
- When passing, offer to the left and pass to the right.

Informal Conversations

- The purpose of small talk is to find something in common and create a common bond.
- Topics could include the town you are visiting, sporting events, current events, the trip to dinner (if a distance), etc.
- Listen carefully to responses and indicate interest by asking pertinent questions.

Place Setting

American Table Setting

- Always work from the outside to the inside with silverware.
- Usually in the U.S., salad is served first. Therefore, the salad fork is the farthest from the plate.
- Typical American style is for one knife to be provided with dinner.
- After finishing a course, do not push the plate/bowl away.
- Properly place cutlery and staff will take it away.
- Never “help” wait staff by handing plates or holding glasses for them to fill, unless asked to do so.
- Glasses are slightly different sizes. Your waiter will fill the appropriate glasses with correct beverage.
 - Sherry glass – farthest away, usually served with soup.
 - White wine/Rhine glass – long stem on glass to avoid touching the glass and warming wine. Served during fish course or appetizer.
 - Red wine – behind white wine, has a larger bowl to allow wine to “breathe.” Hold glass close to bowl.
 - Water Goblet – largest glass.
 - Champagne glass – behind and to the right of the water goblet, served with dessert.
- On the following page is a sample place setting for a semi-formal meal.

Silverware handling

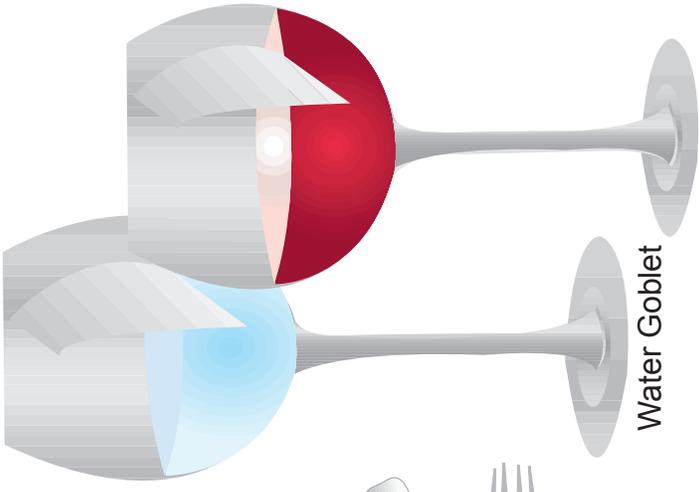
- Never wave your utensils.
- Do not place utensils by their tips on the edge of the plate.
- After you pick up your utensils, they should not touch the table again.

Cutting Food

- Hold the knife in your right hand and the fork in your left hand with tines facing down.
- Once you have finished cutting, lay the knife near the top of the plate (with the cutting edge facing in) and switch the fork to your right hand.
- Only cut one or two pieces at a time.

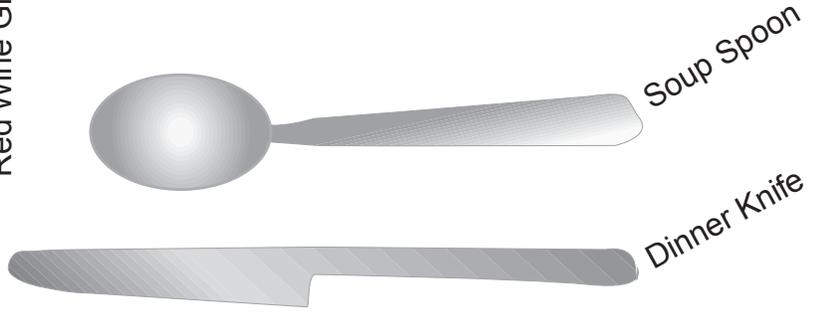
Finished with dinner

- Place your fork and knife parallel in the 4 and 10 o’clock position on the plate, blade facing in.
- The rest position is the same as the finished position, except you put more space between the utensils and place them slightly higher on the plate.



Water Goblet

Red Wine Glass



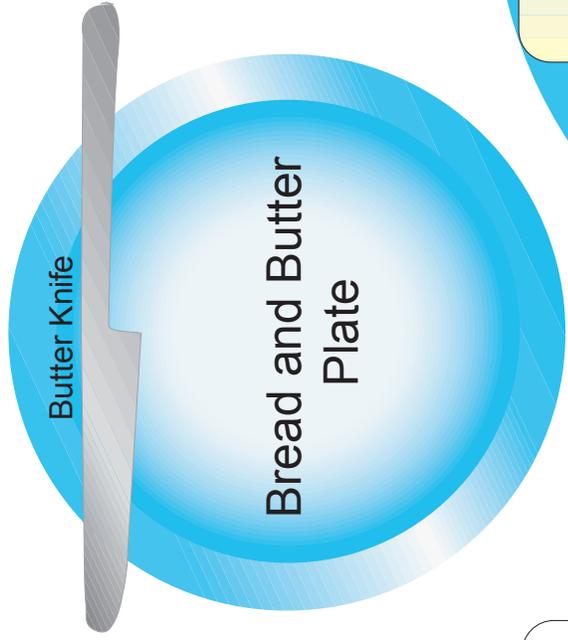
Dinner Knife

Soup Spoon



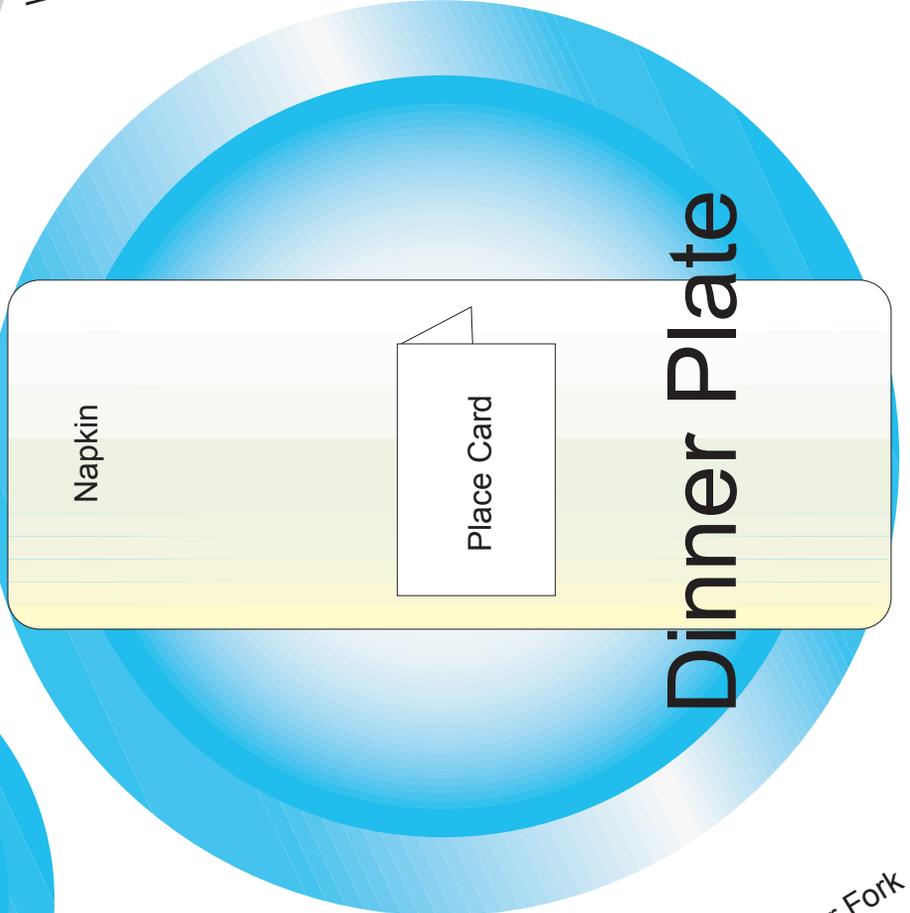
Dessert Spoon

Dessert Fork



Butter Knife

Bread and Butter Plate



Napkin

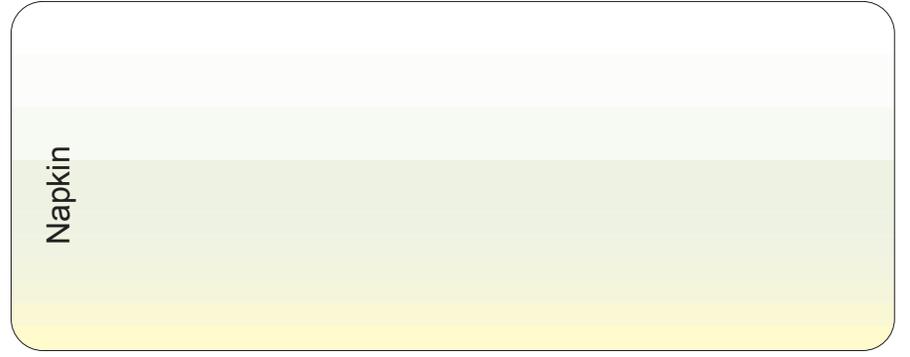
Place Card

Dinner Plate



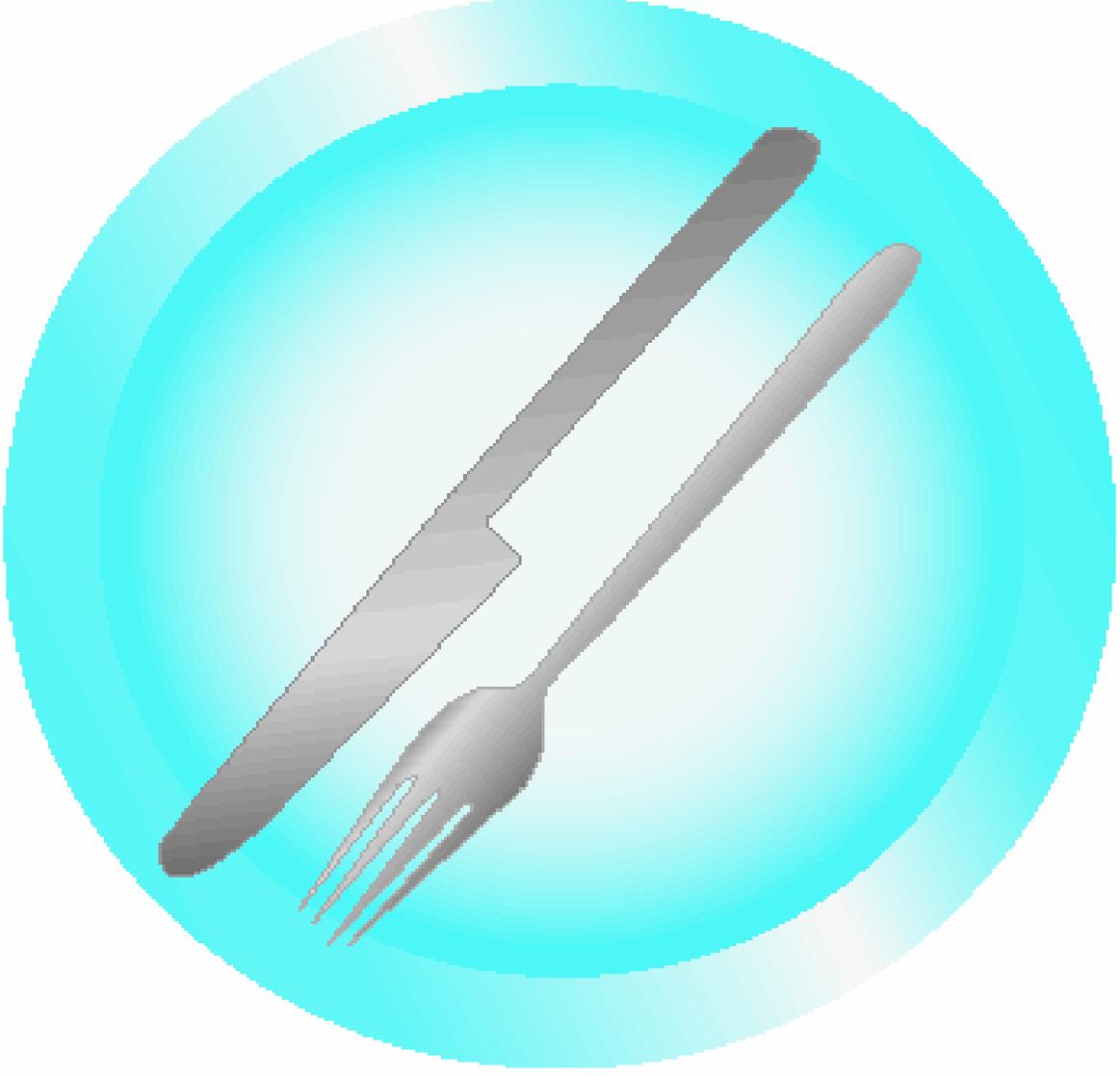
Dinner Fork

Salad Fork



Napkin

Indication that you have completed your meal



Eating

Bread

- At a round table, do not initially take any bread and pass to the right. Take bread when it returns.
- At a rectangular table, take a roll and pass to the right.
- If bread is half sliced in a basket with a napkin, take a portion of the napkin with your left hand and hold a section of bread, *without* touching the bread, while you tear off one piece with your right hand.
- Place butter from a serving dish onto your bread plate (not directly onto your bread). Never use the butter dish knife to spread butter on your bread.
- If there is no knife on the butter dish, use your own butter knife and put butter on your butter plate.
- Break off one piece of bread only when you are ready to eat it. Do not butter the entire slice or roll at once.
- Butter the piece while holding it over the plate.
- If crunchy, keep it close to plate.
- Do not dip or dunk bread except at informal gatherings, or if dish is designed for that (seasoned olive oil). **Never double dip!**

Soup

- Clear soup – served with a small round spoon.
- Cream soup – served with a medium, more oval soup spoon.
- Consomme – served in small bowl with handles on each side without a spoon. Pick up delicate bowl by handles and sip.
- All other soup – hold spoon like a pencil.
 - Spoon soup away from you toward the center or top of the bowl. Then sip soup from the side of the spoon.
- Do not blow on soup.
- Rest spoon in soup bowl while you pause.
- When finished, place the spoon on the saucer or plate beneath the cup or bowl. Do not leave your spoon in the bowl/cup.
- Sherry/aperitif may be served with soup.

Salad

- Use a small salad fork.
- It can be served before or after the main course. Placement of the salad fork will be your indication.
- If lettuce is too large, cut one bite at a time with your salad fork. If there is no salad fork, use the entrée fork and request a clean entrée fork once dinner arrives.
- If salad is the main course (lunch), use the entrée fork.
- With cherry tomatoes, pierce the top where the stem was located with your fork.

Entree

- It will normally be beef, chicken, duck or lamb. Use the entrée knife and fork.
- When eating meat, always cut and eat one piece at a time.
- Don't get caught with your mouth full.
- George Washington is quoted as saying, "Put not another bite in your mouth till the former be swallowed. Let not your morsels be too big for your jowls."
- It is considered good manners to wait until you are finished chewing and swallowing before taking a sip of beverage.
- If you are asked to pass the salt, pass it and ask if they would like the pepper.
- Taste your food before adding seasoning.
- Mention to the host if your food is good, but keep complaints to yourself.

Sorbet or Intermezzo

- Served between courses to cleanse palate.
- You only need a small taste. It is not necessary to finish the entire dish.
- It is not always included on menu card.

Finger Bowls

- Presented after main course and before dessert. There will be a doily on a plate under the bowl.
- Bowl contains warm water with a slice of lemon and occasionally a small flower.
- Small dessert fork and spoon will be on the plate.
- Dip just your fingertips in the water and dry them on your napkin.
- Remove the doily and bowl and place them to left. Your server will remove them.

Dessert

- Once dinner is removed, move the dessert fork to your left and spoon to your right.
- If no silverware is left, it will be brought out.
- If served a cake with sauce, use both the spoon and fork.
- Fresh fruit and cheese are eaten with a knife and fork.

Managing Dinner Mishaps

- If you drop your utensil on the floor, never pick it up.
 - Beckon a waiter and politely ask for a new one.
- If your meal is cold or you are served a piece of food that is not cooked properly:
 - Find a waiter and tell him about the problem in a very discreet manner. Trust the waiter to reappear with a different plate for you.
- If you find a foreign object in your food:
 - Find a waiter and tell him about the problem in a very discreet manner. Rest assured, your meal will be replaced quickly.

- If you dislike the food that is being served, or you are allergic to it:
 - It is polite to try a little of everything. In the case of a food allergy, smile and say no thank you. It is not necessary to say anything critical.
- If you notice a piece of bone, gristle or other unwanted food item in your mouth:
 - Discreetly place the item onto the tines of your fork and lay it on your plate, hiding it under something if possible.
- If your dining partner has spinach in her teeth or crumbs in his beard:
 - Catch his or her attention and discreetly motion to the part of the face where the offending morsel is located.