



## **Cristo Rey Corporate Internship Program**

### **Best Demonstrated Practices**

#### **General Guidelines**

- Provide the student(s) with a daily task list (duties to be done daily in addition to any other projects).
  - Gives them guidance when supervisor is not available.
  - Ex. Fill all copiers and printers with paper, tidy conference rooms and kitchen areas, report to all colleagues within department to ask if they need help, etc.
- When giving instructions, provide as much detail as possible—remember that some “simple” tasks are new to the student(s) and instructions on the basic level may be needed.
- Provide written, step-by-step instructions for tasks, or make sure the student takes notes on the step-by-step instructions so they can refer back to them when completing the task another time.
- An extra 10-15 minutes in up-front training/explanation saves hours of work on the back-end.

#### **How to Best Utilize the Students**

- Assign each student to a specific department—many companies have noted that consistency and training go a long way when the same student reports to a designated department each week.
  - Some companies choose to rotate which student reports to which department at the start of a new school semester in order to diversify the knowledge and training a student is receiving.
- If all students report to the same department, implement true job sharing.
  - Empower the upperclassmen student to keep track of and report all work assignments to the supervisor and to communicate what needs to be done to the other students (since they will not be at work together on the same day, students need to communicate via email at work for this to be successful).
- A Corporate Sponsor in the financial industry has organized work assignments so that the freshman learns business basics and what it is like working in the corporate world; the sophomore begins to receive more involved tasks; the junior receives higher level work and maintains the Cristo Rey calendar for the supervisors; and the senior manages the schedules and task assignments for the other students while also completing higher level tasks and projects.
- The more the entire staff knows about the students and the more exposure the students get to the entire staff, the easier the supervision process goes.
- If a student is new to the company, have them create an “All About Me” presentation to present to as much staff that is available—a lunch meeting works well for this.
  - This gives the student public speaking practice while also exposing the student to all of the staff members who will then know who the student is and how he/she can utilize the student for tasks.
- If a student has a specific interest in a certain area, arrange a shadow day with an individual who would be willing to let the student see what he/she does on a given day.
- Some companies choose to have various employees sign up to have lunch with the student on certain days—this allows the student to become comfortable with co-workers.

# Assignment Ideas

Utilize the students' bilingual capabilities in document translation and verbal translation, both in person and over the phone.

Have the students work the front desk reception which gives a welcoming presence to office visitors in the companies that already do this.

In IT departments, students assist with computer backups, reimage computers, assist new employees with setup, solve basic help desk issues without supervisor assistance, and assist with other general office technology glitches.

A university uses one of their students in the bio/chem department where the student learns what each piece of equipment does and performs setup for college labs.

Give each student his/her own project to focus on—i.e. updating contact directories, time trials in waiting areas, and audit client files to make sure contact info and dates were entered correctly.

In the construction industry, the students process the electric bills for each of the various construction sites and enter that data to be paid.

Students help check patients in and direct them where to go in a hospital waiting area; they provide comfort to patients by retrieving water and blankets; and they make announcements which enhance the students' public speaking skills.

Utilize the students in a busy mailroom to process and deliver mail throughout the office building.