

PCH Internship Packet



POTAWATOMI
CASINO | HOTEL™
MILWAUKEE

Potawatomi Casino Hotel
1721 West Canal Street
Milwaukee, WI
53233

RULES OF THE INTERNSHIP

<u>DON'T</u>	<u>DO</u>
<ul style="list-style-type: none"> ● Come into work late. 	<ul style="list-style-type: none"> ● Arrive early every day.
<ul style="list-style-type: none"> ● Call into work for your shift. 	<ul style="list-style-type: none"> ● Let your mentor know ahead of time if you can't make your shift.
<ul style="list-style-type: none"> ● Lie, steal or be disrespectful. 	<ul style="list-style-type: none"> ● Be honest and respectful.
<ul style="list-style-type: none"> ● Fight or abuse substances. 	<ul style="list-style-type: none"> ● Practice self-control.
<ul style="list-style-type: none"> ● Dress inappropriately. 	<ul style="list-style-type: none"> ● Dress appropriate for work.
<ul style="list-style-type: none"> ● Keep a problem or concern to yourself. 	<ul style="list-style-type: none"> ● Communicate with your Mentor, Learning and Workforce Development or Team Member Relations about any problems.
<ul style="list-style-type: none"> ● Bring any negative emotions into the workplace. 	<ul style="list-style-type: none"> ● Have a positive attitude!
<ul style="list-style-type: none"> ● Use on your phone or device during your shift. 	<ul style="list-style-type: none"> ● Find a way to be productive.
<ul style="list-style-type: none"> ● Breach confidentiality. 	<ul style="list-style-type: none"> ● Keep confidentiality.
<ul style="list-style-type: none"> ● Overstep your boundaries. 	<ul style="list-style-type: none"> ● Think twice before you act.
<ul style="list-style-type: none"> ● Be afraid to make mistakes. 	<ul style="list-style-type: none"> ● Try your best, positive results will come!
<ul style="list-style-type: none"> ● Try to wing it if you don't understand a task. 	<ul style="list-style-type: none"> ● Ask questions to gain a better understanding of tasks assigned.
<ul style="list-style-type: none"> ● Sign off on any of your paperwork, when it must be done by your Mentor. 	<ul style="list-style-type: none"> ● Ask your Mentor to sign off on paperwork once completed.
<ul style="list-style-type: none"> ● Take inappropriate photos at work and post on social media. 	<ul style="list-style-type: none"> ● Ask your Mentor to take a photo/video of you working.

IMPORTANT

CONFORM TO RULES, REGULATIONS, AND SAFETY STANDARDS OF THE WORK-SITE AND MAINTAIN CONFIDENTIALITY

INTERNSHIP PROCESS

Onboarding
Observation
Hands-on Experience

- 1. Onboarding**
 - a. Attend Orientation & Training per company policy & standards.
 - b. Interns receive site and position-specific procedure, safety, and skills-based training.
- 2. Observation**
 - a. Internship Applications should identify areas of interest for observation.
 - b. Choose mentor(s) within company for student to shadow.
 - i. Student(s) may express areas of interest for pairing
 - ii. Mentor can change, be flexible.
 - c. Shadowing should last anywhere from 2-3 intern-site visits.
- 3. Hands-on experience**

Site Supervisors provide interns with real-world progressive experience catered to the educational and professional level and maturity of the intern. Interns will be expected to observe, practice, and engage in productive work. Although the job may occasionally involve “grunt-work,” the internship experience will focus on providing students with professional experience and learning opportunities. Progressive levels of responsibility and experience will be built into the internship whenever possible.

- a. *Example I:* Dependent on student(s) maturity level
 - i. Give student(s) small (supervised) tasks.
 - ii. Examples: Answer phones, file business documents (if applicable & in line with confidentiality agreement).
 - iii. Input data on company’s database.
 - iv. Respond to professional emails, follow up emails, etc.
 - b. *Example II:* Dependent on student(s) maturity level
 - i. Assign projects to student(s).
 - ii. Examples: Research business problems – create/pitch solutions.
 - iii. Have student(s) review and revise social media campaign.
 - iv. Plan or Support an event or major meeting.
 - c. *Example III:* Assign a role for intern
 - i. Low - Middle (Maturity) Level: Entry level position
 - ii. High Level: Project Manager
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INTERNSHIP PROCESS

See Attached Job Description Assigned During Onboarding

DO:

- Offer students an opportunity to learn from within your company at levels where they progress with hands-on and real-world productivity and experience.
- Encourage and push students to get better every day.

DON'T:

- Give students 'grunt' work. i.e., go-fer, broom pusher, coffee runner.

INTERNSHIP PROCESS

EMPLOYABILITY SKILLS DEFINITIONS

Professionalism

Specific style of behavior in the workplace.

Effective Communication

Transferring information effectively from one place to another, whether it is vocally, written, visually or non-verbally.

Ethical Behaviors

Values or standards which direct the way individuals interact with others.

Critical Thinking

Being able to evaluate arguments and information quickly, solve problems creatively and identify mistakes with efficiency.

Problem Solving

Requires gathering reliable information, assessing the information for answers and selecting a suitable solution based on the situation.

Teamwork

Working effectively and efficiently with others.

Leadership

Ability to motivate people to accomplish a better result for an organization.

Stress Management

Ability to cope with job stress which benefits an individual's personal and professional life.

Work-Life Balance

Is defined as an employee prioritizing between work productivity, responsibilities and their lifestyle outside of work, such as family life.

Productive Work Habits

Choosing to work smart every day through consistent behavior, resulting in increased productivity.

Time Management

Ability to plan and execute control over the amount of time spent on specific activities to effectively accomplish goals in a timely manner.

INTERNSHIP PROCESS

EMPLOYER RESPONSIBILITIES AND LINES OF COMMUNICATION

Employer Responsibilities

- Sign training and confidentiality agreements'
- Review progress with the student periodically
- Verify student's time card through Kronos and skills through evaluation
- Work with students to coordinate work schedules
- Provide an environment free from all types of harassment
- Support the mission of Potawatomi

Lines of Communication

Mentor:

1. School Contact
2. Supervisor

Intern:

1. Mentor
2. School Contact

- **School Contact:** Name _____
 - Phone: _____ Email: _____
- **Mentor:** Name _____
 - Phone: _____ Email: _____

Intern Name (PRINT)

Phone Number

STUDENT TRAINING AGREEMENT

Intern Name: _____ College: _____
Intern Phone: _____ Email: _____
Start Date: _____ End Date: _____ Hr/Week: _____
Intern-Site: _____
Intern-Site Supervisor Name: _____ Address: _____
Intern-Site Phone: _____ Email: _____

The **Participant** agrees to accept, and agrees to support the following:

1. Regularly attend all days at the training location. Follow all rules of the Organization including all expectations and obligations set forth in the Internship Packet, the Confidentiality Agreement, and any other agreements with Potawatomi.
2. Notify the employer prior to any absences.
3. Demonstrate honesty, punctuality, cooperation, proper grooming, and a willingness to learn.
4. Consult employer about any problems that arise in the course of the internship.
5. Conform to the rules and regulations of the training site, and maintain confidentiality.
6. Complete required pre placement workshops and furnish necessary information within Timesheet/Skills Grid and Employer Evaluation Reflections.
7. Transportation to and from the internship is the responsibility of the intern.
8. Understand that the Employer does not guarantee any particular outcome for the student as a result of the internship in terms of licensure or certification.
9. Understand that the intern may be removed from the internship at the discretion of the Employer.

Intern Signature: _____ **Date:** _____

The **Potawatomi Mentor** agrees to the following:

1. Provide a thorough orientation to the job and training site
2. Provide a meaningful, well-supervised work experience
3. Provide evaluation of performance, time for consultation with, and on-site monitoring visits
4. Keep and complete accurate attendance and/or time records as required
5. Complete participant evaluation forms *Note: Every Friday*
6. Conform to state and federal labor laws, and provide worker's compensation coverage for paid interns.
7. Follow all rules of the program including all expectations and obligations set forth in the Training Agreement.

Intern Site Supervisor's Signature: _____ **Date:** _____

INTERNSHIP PROCESS

INTERN CONFIDENTIALITY AGREEMENT

As a student intern placed in an internship, I understand that I may have access to confidential information/data, which may include, but is not limited to, information/data relating to:

- Customers (such as records, conversations, financial information, etc.).
- Employees (such as wages, employment records, disciplinary actions, etc.).
- General or private information (such as financial and statistical records, internal reports, memos, communications, access codes, proprietary technology, etc.).

Accordingly, and as a condition of my participation as a student intern, I promise that:

- 1.) I will use confidential information/data only as needed by me to perform my legitimate duties as a student intern. This means, among other things, that:
 - A.) I will not access confidential information which I have no legitimate need to know.
 - B.) I will not in any way divulge, copy, release, sell, loan, revise, alter, or destroy any confidential information/data except as properly authorized.
 - C.) I will not misuse confidential information/data or deal carelessly with confidential information/data.
- 2.) I understand that my obligations under this agreement will continue after termination of my status as a student intern.
- 3.) I will be responsible for my misuse or wrongful disclosure of confidential information/data, and for my failure to safeguard my access code or other information. I understand that my failure to comply with this agreement will result in the termination of my internship arrangement, and may also result in legal liability and other consequences.

AT ALL TIMES DURING MY INTERNSHIP, I WILL ACT IN THE BEST INTERESTS OF THE BUSINESS WITH WHICH I AM PARTICIPATING AND IN COMPLIANCE WITH ALL LAWS.

Intern Signature: _____ **Date:** _____

POTAWATOMI INTERNSHIP REFLECTION

	Mentor Response Score (1-5, 5 being highest)	Student Response Score (1-5, 5 being highest)
Work Habits & Attitudes		
Interpersonal Effectiveness		
Technical Skills		
Quality of Work Accomplished		
Dependability		
Communication Competencies		
Problem Solving Competencies		
Appearance & Grooming		

- Are your scores close to your mentor score? Why or why not? Surprises?

- What can you do to improve your lower scores?

Business Focus Area _____

Total Hours _____

KWL

Directions:

Complete the following chart. Make a list of things you already know and things you want to know about employability skills. After the presentation, make a list of any new or additional concepts you may have learned.

K	W	L
What I KNOW	What I WANT to Know	What I LEARNED