B298
Business Management
Beginning Internship
Course Syllabus

Note: This is a syllabus of assignments required for the B298 Beginning Internship. To register for the internship you need to contact Shane Wasden (College of Business Internship Director) in Smith 215 @ 496-2849. Brother Anderson is the Business Management Department Helper and will be responsible for grading all the assignments in this syllabus, and issuing a final grade for your internship.

Note: All B298 Interns are Responsible for the Material Contained in this Work Packet. (Read it, and do not lose it!)
Business Work Experience - Internship (B298)
Course Outline

Prerequisites: Approval of Director - Approved Business Employment.

Director: Kenton C. Anderson - Degrees: BS in Accounting (BYU), BS in Marketing Education (BYU), MA in International Relations (BYU). Minors in Travel/Tourism, Seminary and Institute Instruction, Economics, and History. Work Experience: Corporate Accounting, Small Business Management, Sales, Income Tax Accounting, Office Management, Cooperative Education, CES, Military, Farm Management, and Home Operated Business.

Office Hours: Smith 231B. Office Hours: Call and arrange. Brother Anderson’s home phone is 208-356-7485. E-mail at: andersonkc@byui.edu. FAX: 208 496-1525 Information Web Page: (Check for messages from time to time - not required) - www.byui.edu/Ricks/employee/ANDERSONKC/classoutline.htm

Text: No Regular Text Required - Locate and print out the B298 “Internship Packet” on the website mentioned above. (Brother Anderson’s homepage.)

Mission Statement: Students will be more prepared to enter the business work force upon graduation from college, by completing an evaluated work experience program. Students will become more attractive to potential college recruiters by supplementing related work experience with their regular classroom college curriculum.

Objectives: Work in an approved business related job for 90 hours per credit earned. Learn a variety of business related skills on-the-job. Complete related on-the-job learning reports to internalized the principles of business that are being experiencing on-the-job. Receive on-the-job evaluations from three different sources to give adequate feedback of job skills and job progression. Receive timely consultation from inside and outside sources to help direct on-the-job learning progress. Receive compensation and recognition by receiving wages from the employer, and letters of recommendation from both the employer and BYU-Idaho.

General Grading: Grades will be based on the following criteria:

*1. Completion of Application and Work Agreement Form: (With Brother Wasden in Smith 215)
2. Completion of two quality Learning Reports per credit earned:
3. Completion of 90 work hours per credit earned:
4. Completion of a minimum of four Work Evaluations from three sources:

* You must submit this prior to registering - you can pick up the application form in Smith 215 or at the BYU-Idaho College Placement Office in the Kimball building.
BYU-Idaho
Beginning Business Internship
B298 - ASSIGNMENTS

1. REQUIREMENT: TWO LEARNING REPORTS PER CREDIT HOUR (Format Given)
   REASON: A work-study program should be held responsible for teaching the student new skills, new business knowledge, or new ideas in some form or fashion. The working student is required to summarize this new learning aspect into reports to internalize what he has learned and to report to the course director what he has learned. If his job does not allow him to investigate or practice new skills/ideas, he is required to spend non-paid time in this investigation. Each Learning Report should be typed up in a good report format. (Double Spaced) Reports can then be mailed, E-mailed, or FAXED in to Brother Anderson’s office. Attached to an E-mail is the best way if possible!

2. REQUIREMENT: MID-TERM AND FINAL EMPLOYER/EMPLOYEE EVALUATIONS
   REASON: For personal evaluation, course grading, and future recommendations. Every employee should know were they stand with their supervisor and company in terms of progress and accomplishments. Supervisors are in the best position to grade the employee on how well he/she is doing compared to expectations, (a significant portion of the grade will be determined by supervisor evaluations). The last evaluation (not included in this packet) will include a recommendation submitted by your company that hopefully will help you find future employment in business. Evaluations should be sent in by mail or FAXED. Do not E-Mail.
LEARNING REPORT - ASSIGNMENTS (Note: The first two and last report formats/titles are given, and any additional reports are your choice from the optional list, or a topic of your choosing that may not be on the optional list.) Note: Please send your reports E-mail (as an attachment) if possible. E-mail address: andersonkc@byui.edu

First Report (Required from all Interns)
Title: Company Report
   a. First Page--Historical sketch of your company.
   b. Second Page--Description of the product/service that your company is engaged with.
   c. Third Page--Organization of your company and where you fit in that organization.
   d. Fourth Page--Organizational chart from the top (CEO) to the bottom position. (boxes)
Typed if possible, but if no computer or typewriter is available, a neat hand written report will be acceptable.

Second Report (Required from all Interns)
Title: Supervisor/Co-worker/Customer Report
   a. First Page--Data such as names, title, hobbies, interests, birthdays, duties, families, etc. on each of the key co-workers that you work with.
   b. Second Page--Similar data on your supervisor or supervisors if you report directly to more than one supervisor.
   c. Third Page--Description of a typical customer that you serve listing their basic and secondary needs that you will be interested in satisfying in order to be a successfully employee.

Note: Do not arrange a formal interview to get the above information--rather gather it in other informal conversations. Your workers should not know that they are the subject of this report!

Final Report - Due the last semester day of regular classes.
Two page summary report of the highlights you have learned this semester at your business job in human relations, technical job skills, marketing, etc.

Reports Due Schedule for Internships:

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Note: Your Reports should be typed in a report format - double spaced. Grades will be given for each report. If e-mailed your grade will be sent back within a week of the e-mail.

Note: On the bottom of the last page of each Learning Report you send in, indicate how much time you spent outside of working hours on your report. And evaluate what you feel the quality of your report is from 10 (high) to 1 (low).

Titles of other possible reports: (Minimum length = two typed pages)
1. Promotional/Advertising plans your company uses to attract and inform customers.
2. **Store layout** - Draw to scale the complete layout of your store labeling the various areas and departments. Indicate in your report the reasons behind the layout plan, your assigned area, and suggest how and why you would make any changes.

3. Report on the business **electronic equipment** used by your company including the software computer programs used.

4. Report on the **full-time opportunities** offered at your company and the possibility for you to make a career working at the company you are currently at or in a similar type of job elsewhere.

5. **Company benefits** - investigate your company benefits for full-time employees including medical, retirement, stock ownership, profit sharing, professional development, etc.

6. Plan an **in-store display**, drawing up the complete design. Include in your report what the overall goals and philosophy of the display are.

7. Investigate the **bookkeeping or accounting system** for handling merchandise inventory, depreciation, payroll, or some other aspect of accounting. Report your findings, evaluation, and suggestions.

8. Investigate your company's **standard operating procedures** for hiring full and/or part-time employees.

9. With the approval of your supervisor, conduct a **primary research project** to investigate customer approval of a product or service, or to research a new company product/service development.

10. Investigate the **buying or ordering policies** of your company. How and where do they get new products? How do they re-order existing products? Some aspect of this area of marketing.

11. Investigate and become familiar with **product warranties** for the products you sell along with the customer purchase return policies.

12. Go the extra mile in gaining **product knowledge** for a group of products you are involved with. Research these products inside and out.

13. Investigate the **consumer reports** for various products you sell so that you can be informed for customer service.

14. Volunteer to do a **special display or advertisement** layout for your company.

15. Do a **competition report**, investigating the stores of your competitors and doing an analysis of price comparisons for similar products.

16. Do a report of how you would **start up a similar business** of your own, and what strategies and location you would use.

17. Do a report of **your own choosing** and title of some important aspect you have learned on your job, or outside aspect of business
you want to study to help you with your job and career.

Note: Unless you receive approval from both your supervisor and Brother Anderson, you are not to use company time to do the busy work of writing/typing/compiling these reports. Some report information will come naturally from the work you are required to do--and you can on approval submit examples etc., and other reports will be done completely outside of paid working hours. A rule of thumb is to spend approximately four hours per report outside of working hours.

**Evaluations**

**Note:** Your first two evaluations (enclosed in this packet) are due at midterm or midway if you started late. They should be mailed or FAXED to Brother Anderson’s office.

**Final Evaluation.** A final evaluation form is located on Bro. Anderson’s Web Page just below the B298 or B398 course syllabus. This is the form to give to your supervisor for the final evaluation at the end of your internship. You should give your supervisor a stamped envelope with the form so that he/she will mail it in to:

Prof. Kenton Anderson
Smith Building 231B
BYU-Idaho
Rexburg, Idaho 83460.0800

**Credit Work Requirement:** 90 hours of work is required per credit earned over a minimum time period of eight weeks. Most student surpass this requirement.

**50% Tuition Grant:** For those students who are not enrolled in any other BYU-Idaho class, they will receive a 50% tuition grant for all internship credits earned. (50% = Approx. $52 per credit)

**Note:** When you e-mail the Director a Learning Report, he will grade it and return your e-mail to indicate wither or not it is acceptable.

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**First Job Evaluation**

**To be Done By The Supervisor During the First Month of Work**

Internship Student Worker:______________________________________________
Intern Supervisor:______________________________________________________
Company & Address:_______________________________________________________

Dear Internship Supervisor:

Please complete the following evaluation on your Intern student and return it to Kenton Anderson (BYU-Idaho, Smith Building #231B, Rexburg, ID 83460-0800) at the end of the first month of work. This evaluation will be an important part of each Internship student's grade for this semester. Please evaluate only those areas that apply to your student's work.
Internship Student Worker: _______________________________
Intern’s Supervisor: ____________________________ Phone __________
Company & Address: ____________________________________________

Dear Intern:

Please complete the following evaluation on how you feel you are doing on your job, and return it to Kenton Anderson (BYU-Idaho, Smith Building #231B, Rexburg, ID 83460-0800) by end of the first month of work. This evaluation will be a part of each your grade for this semester. Please evaluate only those areas that apply to your work assignment. Thank You.

Ratings:  10 = Best Ever;  1 = Worst Ever

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**Overall Rating:** 10 9 8 7 6 5 4 3 2 1

Comments: (additional comments on the back)

Supervisor's Signature ____________________________ Date __________

Internship Student's Job Evaluation
To be filled out by Student at the end of the third week of work.
Organization: 10 9 8 7 6 5 4 3 2 1
Att. to Detail: 10 9 8 7 6 5 4 3 2 1
Other: 10 9 8 7 6 5 4 3 2 1

Job Relations:
Human Relations: 10 9 8 7 6 5 4 3 2 1
Positive Attitude: 10 9 8 7 6 5 4 3 2 1
Dependability: 10 9 8 7 6 5 4 3 2 1
Follows Co. S.O.P.: 10 9 8 7 6 5 4 3 2 1
Respect to Auth: 10 9 8 7 6 5 4 3 2 1
Listens Well: 10 9 8 7 6 5 4 3 2 1

Job Progress:
Learns Fast: 10 9 8 7 6 5 4 3 2 1
Social Maturity: 10 9 8 7 6 5 4 3 2 1
Extra Mile Effort: 10 9 8 7 6 5 4 3 2 1

Overall Self Rating: 10 9 8 7 6 5 4 3 2 1

Please Rate Your Company and Comment on your Working Conditions:
Do you feel that you have been treated fairly? (comment on back) Do you get along with your supervisor(s)? (Do you feel they will evaluate you fairly?) Comments: (Please use the back of this sheet for additional comments if needed)

Student Signature_______________________________Date_____________
Final Evaluation:

Print off the final evaluation on Bro. Anderson’s web page. (Under the course syllabus)

Give the final evaluation form with a stamped envelope to your supervisor. Make sure the envelope has a stamp on it and the following address:

Prof. Kenton Anderson
Smith Building 231B
BYU-Idaho
Rexburg, Idaho 83460.0800