The 2005 Retail Summer Internship Program was a great success with students raving about their experiences and hurrying to finish their senior year to return to the companies. This year White House/Black Market and Dillards joined the team of retailers who offer training in the industry for undergraduate students. The students have enjoyed what they experienced. They appreciated working with the management teams in stores and with buyers. Students rated the experiences as superior when they were challenged to think using the knowledge they gained throughout their studies. They were eager to work with executives to resolve company issues. Students were encouraged to make decisions about buys, offer exceptional customer service and manage associates. The articles that follow were written by a few of the students to demonstrate the variety of programs available for interns here at the University of Florida.

**SAVE-A-LOT DOES IT BETTER WITH TEAM APPROACH**

*by: Craig Burton*

In retail management, there are many important factors that every great manager possesses; however, one factor that I feel many managers and companies overlook is the practice of getting the most out of your employees. Save-A-Lot does a tremendous job of this by taking a team-oriented approach and making sure the employees are always satisfied. This company spirit is consistent through each succeeding level of the company I was involved with, from store-level, to district, division, and even through corporate.

I met many friendly people through my ten-week internship with Save-A-Lot, including the CEO of the company, Bill Moran. I was invited to the corporate headquarters in St. Louis, Missouri for a highly-structured, week-long leadership training program provided by the company. I also participated in a leadership training program provided by the company.

Craig Burton compared his Save-A-Lot experience to his 5 years with another large grocery chain.

Working in retail can be a discomforting and chaotic experience at times – I should know, I’ve been in the industry since I was 16 years old! After working part-time at another large grocery chain for nearly five years, I decided to try my shot in the position that nobody in that company could seem to do right: store management. However, this experience of mine was done right through the internship program with Save-A-Lot, a unique grocery company with a great value for the individual.

**BRIDGESTONE/FIRESTONE TEACHES STUDENT VALUE OF RELATIONSHIPS**

*by: Richard M. Villanueva*

This summer I enjoyed working at the Altamonte Springs, Fla. Firestone Service Center. Under the supervision of Andrew Calhoun Jr. and fellow associates, I learned how this retailer operated on a day to day basis. Estimating tickets, handling customer complaints, and helping to try to meet the monthly sales quotas were part of my responsibilities. “Dough for Donuts” was a mantra I heard from many when talking with managers and sales associates trying to get to their monthly tire quota.

During the first few weeks I was told that to be successful in this type of market one would have to be an expert with relationships. Without having good relations with fellow sales associates, techs, and foremost the customers, being successful with this type of retailer would be impossible. When customers bring their vehicles in for service a retailer would fail in selling the recommended services that are helpful in keeping a vehicle well maintained if they did not have a good rapport with the customer.

Car enthusiast, Richard Villanueva, finds a BFUSA internship a satisfying experience enough to work at the Gainesville store throughout the school year.

From my experiences, I have seen that Firestone is no ordinary retailer. People do not come to the store wanting to buy things. Most likely, customers enter our location because of a problem with their...
CITY FURNITURE INTERNSHIP TEACHES THE RIGHT WAY TO SELL

by Kimberly Holker

As a marketing major with hopes to be a marketing executive or brand manager one day, everyone has always told me I am going to need sales experience to get there. So, when the chance to work as a sales intern for one of the fastest growing companies in Florida presented itself, I couldn’t pass up the opportunity. City Furniture strives to be the “ultimate furniture store”. After spending ten weeks in the company, I can honestly say that they not only provide the ultimate shopping experience for their customers, but provide the ultimate internship for students eager to gain hands on sales experience.

The internship opened with an intense training program. Myself, along with 22 other interns from across Florida spent our first two weeks with upper level management at the corporate headquarters in Tamarac, FL. Everyone from the vice presidents of sales to the CEO taught us everything we needed to know to become a successful sales associate within the company. We learned the ins-and-outs of our product lines, finance plans, and navigating the computer system to create invoices and schedule deliveries.

After the two weeks of training I was assigned to the Ft. Lauderdale showroom where I spent the next eight weeks as a sales associate. Most people turn down the internship because they ask themselves, “What could I learn from selling furniture?” I’ll be honest, I asked myself the same question. But now, as the summer comes to an end, I realize what an invaluable experience this has been. I learned more about the importance of communication and marketing techniques than I could have ever imagined.

I now understand why sales experience is so necessary to succeed as a marketing executive. The marketing department works hard to establish City Furniture as an everyday great value retailer. Being out on the sales floor allowed me to develop a personal relationship with each of my customers and get a first hand look at their true perception of the company and their responses to our marketing efforts. I saw which price points and advertisements were effective, which products the customers liked and wanted more of, and their thoughts on the company as a whole. Face to face interaction with the customer is the best marketing tool out there.

I enjoyed the challenge of not knowing who would walk through the door next. I met customers from all walks of life, each with different personalities and unique sets of needs that I adapted to. I developed personal relationships with each of my customers that went beyond what style sofa they wanted in their home. Building rapport with customers ensures loyalty, and the goal of any business is to gain lifelong customers, not a one time sale. I had customers leave the store without buying anything, but I still had a feeling of accomplishment because I knew they would ask for me when they returned... and they always did.

This summer, I learned so many useful things that I will be able to apply not only to my future career, but to life in general. I realized the importance of things such as finding a company with plenty of opportunity for growth, and which of my personality traits work well in sales. I also learned the impact that marketing efforts have on the customer and that exceeding customer expectations is the key to running a successful business. City Furniture provided an amazing internship experience that I would recommend to any student eager to develop their interpersonal and business skill sets alike.

BFUSA (continued from page 1....)

vehicle. We are their car “doctors”, so to speak. If you think about it, it is important to maintain a healthy relationship with the customer because they come in and trust us enough to leave their vehicles with us — usually a car is the second largest asset customers own beside their home! Sometimes the problems can be simple and sometimes complex, but the technicians that I worked with were competent and could help resolve problems.
I can’t describe my experience at Beall’s as anything less than amazing. Each day differed, entering orders, turning in pieces for an ad request, and buying. It was an experience that cannot be matched and allowed me to see the buying process from start to finish. I met with vendors who made visits to our corporate office to show their line. I was involved in the buying process and would place orders for those items chosen.

During my internship at Beall’s I was in charge of knit tops and screen tees. It came as a surprise during my fifth week when my supervisor assigned me the task of re-ordering music screen tees and licensed tees. She even encouraged me to order a new style if I saw it fit after research. After eight weeks, I re-ordered music screen tees and was involved in the buying process from start to finish. I met with vendors who made visits to our corporate office to show their line. I was involved in the buying process and would place orders for those items chosen.

While at Beall’s Corporate Internship, I worked with the juniors’ buyers to choose the color pallet for Spring 2006 basic tees. Advertising and product development experience during my Beall’s Corporate Internship allowed me to experience the complete cycle of buying. I couldn’t have asked for a more rewarding and unbelievable summer.

COMPREHENSIVE TRAINING AT BEALL’S

by: Liza Kollen

Interested in supporting the David F. Miller Center for Retailing Education and Research?

The activities of the Retail Center are not supported by the state. Donations are graciously accepted to help support the first class internship program.

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Megan Ferris (right) with Michelle Smolowitz look over jewelry and gifts.

WH|BM, owned by Chico’s FAS, is a rapidly growing women’s retailer that offers exclusive, one-of-a-kind apparel and accessories designed to “make women feel beautiful.” The structure of my internship incorporated common core values such as teamwork, creativity, innovative thinking, and striving for constant self-improvement.

While primarily working with the Jewelry buying team, I also spent time in other departments to get a clear picture of how they all relate. Whether it was store planning, product development, or tech design, every associate was more than willing to walk me through the functions of their department. Daily interaction (and guidance!) with senior executives, store visits, apparel design, product assortment, garment fittings… you name it, I had the opportunity to participate! Did I mention this wasn’t your average internship?

Working at a company that embraces innovation, and strives for constant self-improvement, I found myself in an environment that is just as open and warm as it is exciting and motivating. Associates on all levels (that includes interns!) are encouraged to continuously challenge themselves and expand their breadth of knowledge. By emphasizing cooperation and support over internal competition, the company achieves phenomenal synergy and enthusiasm; no wonder WH|BM is climbing the retail ladder at such a groundbreaking velocity!

White House|Black Market taught me more than I ever could have expected from an internship: invaluable lessons about strategy, remaining focused on the target consumer, and about the retail industry as a whole. The experience also opened my mind to opportunities that I hadn’t even considered. I began the summer geared towards retail industry as a whole. The experience also opened my mind to opportunities that I hadn’t even considered. I began the summer geared towards retail industry as a whole. The experience also opened my mind to opportunities that I hadn’t even considered. I began the summer geared towards retail industry as a whole. The experience also opened my mind to opportunities that I hadn’t even considered. I began the summer geared towards retail industry as a whole. The experience also opened my mind to opportunities that I hadn’t even considered.

The book we read together? It’s Not How Good You Are, It’s How Good You Want To Be by Paul Arden. Inspiration, passion, style, heart… I think they’re on to something really fabulous here!

STUDENT HELPS SHOPPERS FEEL BEAUTIFUL

by: Megan Ferris

When was the last time you sat with a large group and read a book together? For me, it was last Monday – but this wasn’t your average group. It was a small group and read a book together? For me, it was last Monday – but this wasn’t your average group of people and the fairy tale certainly isn’t fiction. Driven by passion, talent, and a culture as unique as the merchandise it delivers, White House|Black Market filled my summer internship with variety, critical thinking, skill building, and a TON of fun.

Megan Ferris (right) with Michelle Smolowitz look over jewelry and gifts.
RECRUITING WITH THE GRAPEVINE GROUP  
by: Alvin Cano

Based in Roswell Georgia, The Grapevine Group offers a great array of outsourcing solutions for many of their clients. I had the opportunity to work at this great location with people who made me feel as part of the team. Grapevine Group professionals were always available to help me learn about the process and strategies that have proven to make people successful. I learned about the various career paths for students with a background in Marketing and other majors. At the "Grapevine" I handled my own accounts for various retailers looking to find great candidates for various different areas within the company, from district managers to buyers. It never seemed to amaze me how the recruitment process differs when dealing with upper to middle management. The exposure to the recruitment process I received extended to the pharmaceutical industry, where I handled all interviews involved with the client referral process. My internship at The Grapevine Group taught me not only about various professions, it also taught me how to research companies and individuals, how to communicate with different professionals and executives, how to be detail oriented and meticulous, and how to succeed at exceeding my customer expectations in whatever career path I take. ◆

BUYING FOR MACY*S CENTRAL  
by: Marielos Brown

My internship with Macy*s Central was nothing short of unbelievable. This company takes care of those who take care of its business. Before I began my internship, I had been in constant communication with them. They wanted to get to know me before I started. When I did begin, I was given very detailed and informative training sessions on all the different aspects of the business, not just how to do the job. They wanted to make sure that I understood how the entire company functioned. When I felt comfortable with the business, I was able to take on some of the assistant buyer responsibilities, many of which were vital to the performance of the company. In a matter of weeks I felt more like a seasoned associate than an intern. I was able to experience everything in the buying office from placing orders to advertising to handling vendors. I also had the chance to work with senior executives on projects that had a large influence on how they were going to plan for their end of the year season, the busiest time of the year. Macy*s Central made sure that I was a part of the team. They know what it takes to succeed and it doesn't lie solely in product selection. It's about treating your employees right and providing a pleasant atmosphere for not only those that shop at the stores but the people that work there as well. ◆

NORDSTROM EXPOSES STUDENTS TO A VARIETY OF RETAIL EXPERIENCES  
by: Jackie Daniels & Danielle Toms

It is amazing how fast time goes by when you are involved in such a huge project. You wake up one morning and realize that two months of hard work and dedication are behind you. That is a feeling of utter satisfaction! We have accomplished so much with Nordstrom throughout our internship. We have learned the importance of customer satisfaction, the joy of being part of a team, and the beauty of clear shopping aisles. Nordstrom is certainly a company unlike any other. It is a company that accepted us with open arms, surrounding us with its culture and values. By being part of the Nordstrom team we have gained a strong work ethic and positive attitude. We quickly realized that we were in for something great when our New Hire Orientation was accompanied by a fun icebreaker. We felt part of something great from the beginning. We were fortunate to have the opportunity to be on the selling floor as well as shadow our department managers. We focused on setting sales goals and becoming experts in customer service. We also had the chance to meet with merchandise buyers, follow their everyday activities, and get great advice about our future careers in retailing. Furthermore, we'll never forget those morning rallies at Nordstrom. It was a chance for us to get excited about the day and set personal goals. The rallies never failed to recognize the employees who went above and beyond their normal routine by going the extra mile to give someone great service or have expert knowledge about new merchandise. We were always encouraged to aim high and never look back. Our days at Nordstrom were very dynamic; full of excitement and new knowledge. The initial feeling was that we would experience something during the program that would change the way we looked at the world, but more specifically, the workforce. That feeling prevailed and we became part of a culture that set high goals and achieved those goals through perseverance. ◆
I want to be a firefighter when I grow up. I want to be a doctor when I grow up. I want to be Superman when I grow up. Well, now that we are (nearly) grown up and heading into the real world, our aspirations may not be as specific as they may have been when we were younger.

Many students in the Warrington College of Business Administration know they want to be in business, but are unsure of what they would like to do. The Brown Shoe Company provides the perfect opportunity to explore the corporate business world. Located in St. Louis, Brown Shoe is the parent company of Famous Footwear, and encompasses brands such as Franco Sarto, Via Spiga, Carlos, Dr. Scholl’s, Naturalizer, LifeStride, Bass, and Buster Brown. This summer, I worked within the LifeStride department, and learned how each area fit into the big picture. I observed the product team design new lines of shoes; sat through sales meetings with major accounts; attended a photo shoot with marketing; toured the distribution center; assisted customers in a Famous Footwear store; helped develop a business plan to determine markdowns; and traveled to Las Vegas for the World Shoe Association show – I lived and breathed shoes!

During this time, I developed a proposal on how to resolve a vital issue: Due to the Federated and May Company merger, LifeStride could potentially lose a major account. LifeStride does a lot of business with May Company, but very little business with Federated. Unfortunately, Federated plans to turn May Company stores into Macy’s with a starting price point higher than what LifeStride shoes are traditionally marked. Where could LifeStride make up this loss? At the end of my internship, I presented my proposal to the entire LifeStride team as well as other top management within Brown Shoe.

The Brown Shoe Company is extremely unique; under one roof, we have both vendors’ (wholesale brands) and customers’ (Famous Footwear stores) perspectives, something rare in the retail industry. Not only did I have the opportunity to see the entire process of the life of a shoe, I also understand it from two different viewpoints. Working within LifeStride, I was able to appreciate the evolution of a brand that blossomed from being essentially undifferentiable from its sister brand, Naturalizer, to becoming a brand with its own personality, customer, and flair. Brown Shoe is a phenomenal company, and their business internship is a priceless experience.

STUDENTS AT BROWN SHOE GIVEN REAL BUSINESS RESEARCH RESPONSIBILITY

by: Jenny Hwang

Jenny Hwang was able to work in the store's grooming salon, helping bathe dogs, take appointments and help the other groomers with their job. What I liked most was the fast paced nature of the store, and with the training I received I was able to handle several different tasks at once. I was impressed with how much this company teaches their employees. They want every employee to be knowledgeable about what they do and products carried in the store because customers not only come in our store for food and supplies but also for advice or assistance with many pet related questions.

The internship with PetSmart was very enjoyable and beneficial for me. I feel like I gained so much responsibility, confidence and leadership skills.

TRAINING AT PETsMART IS FIRST CLASS

by: Lindsay Kates

Before my internship at PetSmart, I was unaware of the amount of training that went into being a part of the staff. The most I knew of PetSmart stores were from my shopping experiences there for my family’s dog and my roommate’s fish. I had worked for other retail companies in the past, but never a store that was so large. The fact that it was such a large store and pretty upbeat really attracted me to the company.

I was excited about being a manager in training, and in the last two weeks of my internship I became one of the managers of the store. This internship also gave me the opportunity to become a manager at any PetSmart store in the future since I went through all of the management training.

During the internship, I was trained in every department of the store. Every week I was given an interactive workbook that guided me through an area of the store. For example, one of the books, Dog Solutions, had me find different brands of dog food and compare their ingredients to see what makes up a healthy food. I had never experienced training like this in any of my other retail jobs. As a part of my internship I was also “Splash Certified” which is to be able to work in the store’s grooming salon. One busy Saturday I spent the entire day in the grooming salon, helping bathe dogs, take appointments and help the other groomers with their job.

What I liked most was the fast paced nature of the store, and with the training I received I was able to handle several different tasks at once. I was impressed with how much this company teaches their employees. They want every employee to be knowledgeable about what they do and products carried in the store because customers not only come in our store for food and supplies but also for advice or assistance with many pet related questions.

The internship with PetSmart was very enjoyable and beneficial for me. I feel like I gained so much responsibility, confidence and leadership skills.

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EXCELLENT CUSTOMER SERVICE AT DILLARD’S

by: Calvin Crenshaw

My retailing experience during this internship has really been a blast! There is never a boring day, and everyday is different. While making the sales, making the money and merchandising is important, assisting customers and making them feel welcome is key. One day while I was busy with markdowns for the week, I was interrupted by one of the managers informing me we had a customer to fall in our store. The customer happened to fall while getting off the escalator. Proper protocol was followed, and I went to the scene for assistance and to get information. The customer was so grateful for the help and services that were rendered. In the end, she had a speedy recovery. A week later, I received a note and a can of assorted pecans expressing her gratitude. Knowing that I helped make a difference in a customer’s life will never be forgotten. Though it was just an act of kindness and combination of the job on my part, it was a great feeling to know that I touched someone’s life in a great way. To this day, she is still a loyal customer of Dillard’s.

If learning retail is what you’re all about, then this program is for you. I’ve learned so much about the retailing business, merchandising, customer service, and sales. It’s a fast pace business, and requires a lot of work. However, if you’re up for the challenge and determined, it can be very rewarding. Dillard’s has been such a great company to work for! This internship is a firm foundation for a career in retail.

SAVE-A-LOT

(continued from page 1....)

merchandising project for the company in Tampa, and I also had the opportunity to assist in various inventory counts across my district. Another enjoyable experience was riding along with the district manager to his assigned stores and working with him for a week. All of this is on top of a six-week management training program I participated in at the training store in Ocala—where I learned all aspects of store management.

My experience with Save-A-Lot is one that I will value for the rest of my professional career. What I learned during my internship with the company is relevant to all aspects of management, and it was filled with material that cannot be learned in the classroom. However, despite everything I learned during my experience with Save-A-Lot, I feel the most rewarding part of the internship was the great friends I met within the company and building relationships for career advancement.

WALGREENS - AS FAR AS YOU WANT TO GO

by: Karl Zaffke

Imagine finding an internship with great people, in a positive atmosphere, with the ability to learn as much as you can in just a few short weeks and getting paid really well for it. With Walgreens all of this and more is possible. I began my internship just 12 short weeks ago and am already working as an Assistant Manager. Through the Business Management Internship, Walgreens teaches students what to expect from a fast pace career in retailing. If you want to find a great company that cares greatly about its employees and promotes from within, look into Walgreens.

This internship is not the type where you watch other people perform tasks to learn what it would be like, I was calling the shots and living the life of an Assistant Manager. I made customer service decisions just like a real manager because that is how Walgreens treats this internship. As an intern I also had the ability share my experience with other interns from around the state when I visited the corporate office. As an added bonus, I had the opportunity to see how the distribution center facilitates the movement of its products to thousands of stores.

As an intern I followed the training guidelines, which were basically a mini class of the “how to” of the tasks I needed to complete. As an intern, I learned how to run the entire store from a pharmacy to the photo department. Daily tasks include completing your thirteen daily responsibilities, placing orders, checking in vendors, and taking customer service calls. I also learned how to complete resets and revisions in order to keep the store looking fresh and clean.

Why Walgreens and not some other nationwide chain? Walgreens plans to operate 10,000 stores by 2010. This means they are looking for intelligent, responsible, and dependable people to join them over this period of expansion. Where better to start a long-term career at than Walgreens? I am choosing Walgreens and I will go as far as I want to go!
THE SUPPORT SIDE OF OFFICE DEPOT

by: Michael McLaren II

My name is Michael McLaren II; I interned with Office Depot this past summer. While there, I worked as a Website analyst in the IT department at their Corporate Office. As an Office Depot intern, I went to weekly meetings where I was given an opportunity to network with various executives from the different departments within the company. I went through extensive training, which helped to prepare me for my upcoming projects. Both of my projects were apart of the company’s major cost savings initiative. My first project involved creating Information Architecture (IA) diagrams of their Business Services Division website which one of their three major E-Commerce websites which generates about $3 billion per annum. After having made the IA diagrams, I had to do a comparative analysis of that site with their other e-commerce sites and suggest areas of consolidation. In other words- I was supposed to map out their three major websites, compare them and make suggestions on areas that could reduce the company’s maintenance costs.

My other project involved doing a gap analysis of their two main in-store systems and provide suggestions on areas could be consolidated. Gap analysis is the process of looking at what one system has that the other one doesn’t and vise versa. In order to accomplish such a task, I had to do the training modules on both systems and go to one of their retail locations and do an in-store analysis of the day to day uses of both systems. After that I had to do a comparative analysis of both systems by creating use cases of specific functions within each system, which is- looking at a specific feature such as, placing an order, and what the employee does in order to place an order, and compare them.

My internship gave me the opportunity to network with many people and experience life working in Corporate America. I have learned a lot from this experience, most of which could never be learned in a classroom. I would recommend Office to any student preparing for the corporate world because you get the opportunity to see whether or not the path that you are pursuing is the right path for you. ✅

BUILD-A-BEAR WORKSHOP

by: Melissa Combs

This summer, I got to see how a positive experience can leave lasting impressions on the customers. My internship at Build-A-Bear Workshop gave me a great deal of insight into the world of retail and the unique concept behind their company. I was able to see how much work goes into running each store, and the different responsibilities for each manager. I learned how to improve my communication skills, interpersonal, and computer skills. Customer service is key to operations at Build-A-Bear, and I have to say that it became apparent early on that everyone involved in the company truly believes in their work and in making a difference to each and every guest.

I worked at the Brandon Town Center and International Plaza in Tampa, and was involved in the day to day operations of each store. I started out in training, and learned how to stuff a bear and give each guest a memorable experience and how to lead parties. I worked with the merchandising managers who taught me how important it was to organize the store and prepare for the upcoming week of high-volume sales.

TOTAL MANAGEMENT TRAINING AT SEARS

by: Michelle Meyer

This summer I was looking to work with a well-known retail who offered a structured intern program. I could not have found a better match for me than Sears in Atlanta, GA. As a Retail Management Intern with Sears, I had the opportunity to work in every single department of the store and follow a fully packed rotation throughout my twelve week internship. I worked in Softlines, Hardlines, the Auto Center, Operations, Receiving, Loss Prevention, and In-Store Marketing and even assisted the Store Manager for one week. I was treated as if I was part of the management team from day one and was able to partake in weekly management meetings as well as meet with the District team.

See SEARS page 8...
JCPENNEY CORPORATE … FAR FROM A “PLANO” EXPERIENCE

by: Crystal Hamilton

Located just north of Dallas in Plano, Texas stands JCPenney Corporate headquarters. As a former store management intern of other retailers, JCPenney Corporate took me by surprise. Their expansive building, a quarter of a mile from one end of the building to the other, boasts of the world’s largest copper roof. Its gorgeous wood paneling was harvested from a single fallen tree in Nigeria, and its lush atriums present a sense of luxury and good fortune. This beautiful building plays to the warm and compassionate corporate culture.

As impressive as the building itself is, even more impressive are the people. Twice a day a robotic mail delivery cart stops outside my office, but this unique marvel is about the only impersonal aspect of JCPenney Corp. Their people take pride in their own jobs and have a great respect for us as interns. They have given us important duties with great responsibilities. Working in the Procurement Department I have learned a great deal about the support system behind the stores. Next time you go into the store, take a look around imagining it without the merchandise, everything that’s left is what we do. Everything from the fixtures the merchandise is on to the logistics of getting the merchandise there.

Being in the logistics area, I was put in charge of the vehicle management program. With the recent change of leasing companies many of our vehicle services have also changed. In order to ensure proper maintenance and registration of our 300 plus vehicles, I set out on the daunting task of locating each vehicle. I was also able to draft the policies and procedures for our current leasing company, our vehicle transfer program, and our vehicle disposal program. At the end I feel a great sense of pride and accomplishment that JCPenney would give me such an important opportunity. I know that my work over the summer has helped JCPenney lower their expenses on their vehicles and by using more effective procedures.

SEARS (continued from page 7…)

In the middle of the internship, Sears sent us to Chicago, IL for two days to visit their beautiful corporate offices in Hoffman Estates. Our time was spent listening to senior leadership panels and working with fellow interns to create marketing rollouts for new Sears’ products. We also have bi-weekly “lunch and learn” conference calls where we call in to corporate to listen to presentations by the Senior Vice President of Retail Operations and the Vice President of Internal Audit, just to name a few.

Some of the most exciting things I have worked on this summer have been a lawn and garden extravaganza, a complete intimate apparel reset, a new signing rollout for the entire Men’s store, and a training schedule for all of the store’s associates. Everyone I have met working for Sears whether it has been store level, district level, or even corporate have been some of the nicest and most helpful people I have encountered. Sears truly works on developing their interns during the twelve weeks and puts a lot of effort into making their intern program competitive among retailers.