

Communicating with your Internship 101

How to Contact Your Boss:

Sometimes you may be running a few minutes late or emergencies may prevent you from attending your internship. If this happens, you should make sure that you:

- Email your supervisor immediately. Do not wait until later in the day to communicate your circumstances.
- If you do not have access to an email, call your supervisor. Make sure to state your name, and the nature of your call.
- Communicate professionally and clearly with your supervisor at all times!



Can't Use Your Phone but Need to Call?

Action steps if you need to contact your supervisor and your phone does not work:

- **Keep a printed copy of your supervisor's information that includes their name, phone number, and email at all times.** Ask a friend or business to use their phone to contact your supervisor.
- If your phone only works with Wi-Fi, find the nearest location that offers free Wi-Fi such as Starbucks, a school, or Panera.

****Review appropriate and inappropriate reasons to call out or arrive late on the back of this sheet along with sample emails.**

General Internship Tips:

- Proofread your emails, projects, and assignments using spellcheck.
- Ask clarifying questions especially during your first week to understand what your supervisor expects from you.
- Get to know the employees that work in your office.
- Your supervisors are there to help you. Use them as resources and mentors that can help you achieve your goals.

Communicating in Your Internship

| Appropriate Reasons to Call Out or Arrive Late | Inappropriate Reasons to Call Out or Arrive Late |
|---|--|
| Family emergency | Oversleeping |
| Health emergency | Hanging out with friends |
| Advanced approval with supervisor | Not enjoying internship work |
| School conflict, such as an exam, approved in advance | Feeling like staying home |
| Metro delays (only arriving a few minutes late is okay; you must communicate with supervisor before you arrive) | Another job wants you to work at the same time: you must arrange this ahead of time with your supervisor |



Sample Phone Call when Arriving Late

Hi! This is [your name]. I am one of the Career Bridge Interns in the office. Is [your supervisor's name] available? I am calling to let you know I will be arriving 5 minutes late today, because the red line is single tracking. I wanted to let you know in advance.



Sample Email When Arriving Late:

Dear [Insert name of supervisor],

My name is [your name] and I am a Career Bridge Intern at [your school]. I will be arriving 5 minutes late this morning, because the red line was single tracking. I apologize for the inconvenience and look forward to seeing you soon!

Thanks,
[Your name]



Sample Email When Calling Out:

Dear [Insert name of supervisor],

My name is [your name] and I am a Career Bridge Intern at [your school]. Unfortunately, I have the flu, so I will not be able to come to the office today. We can meet to discuss the work I miss when I return on [insert next day you will intern]. I apologize for the inconvenience and look forward to seeing you soon!

Thanks,
[Your name]