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.

**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.

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

### Appropriate Reasons to Call Out or Arrive Late

<table>
<thead>
<tr>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family emergency</td>
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<tr>
<td>Health emergency</td>
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<tr>
<td>Advanced approval with supervisor</td>
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<tr>
<td>School conflict, such as an exam, approved in advance</td>
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<tr>
<td>Metro delays (only arriving a few minutes late is okay; you must communicate with supervisor before you arrive)</td>
</tr>
</tbody>
</table>

### Inappropriate Reasons to Call Out or Arrive Late

<table>
<thead>
<tr>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oversleeping</td>
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<tr>
<td>Hanging out with friends</td>
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<tr>
<td>Not enjoying internship work</td>
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<tr>
<td>Feeling like staying home</td>
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<tr>
<td>Another job wants you to work at the same time: you must arrange this ahead of time with your supervisor</td>
</tr>
</tbody>
</table>

### Sample Email When Arriving Late:

**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 Phone Call when Arriving Late

**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 Calling Out:

**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]