

Katie Sikkema  
0734252  
May 18, 2014

**Form 9a**  
**Bi-Weekly Reflective Journal Entry**

*In addition to the bi-weekly reflection based on this form, please reflect on one question per journal entry from the next page.  
One journal entry every two weeks for a total of six during the semester.*

Student Name: Katie Sikkema  
0734252

Weeks # 1 & 2 Dates: 5/9-5/23

Internship Hours: Two Week Total: 40  
Cumulative Total to Date: 40

Site Supervisor: Derrek Hanson & Diane Crosby

Agency: Red Butte Garden

Brief description of the past two week's duties:

I work at the front desk which includes taking admissions, answering the phone, selling concert tickets, and working at various events, like the plant sale that was Friday May 9<sup>th</sup> and Saturday May 10<sup>th</sup>.

How are you experiencing a relevant and challenging use of your skills?

I am using my skills in my everyday work. I am working in a customer service based company that also incorporates tourism. Many people come from out of state or country and it's been very interesting talking with them about their travels and experiences.

What did you learn from the experience?

Every customer is going to be different. Each customer has different needs they need to be met and expectations of me in my position.

What worked well? What would you change next time?

I am very relatable and understand where the customer is coming from. I have patience and like to talk about the customer and their experiences. Try to handle things better on my own and not interrupt Derrek or Diane too much, even though they tell all staff that it is okay to ask questions.

Please describe the supervision you are receiving.

I have enjoyed my supervisors and receive a great deal of help from them. They are very knowledgeable and reliable when I need help, don't understand, or have questions/issues with a customer.

Katie Sikkema  
0734252  
May 18, 2014

## Internship Journaling Questions

Red Butte Garden first began in the 1930s as land for Dr. Walter P. Cottam to do plant research, this was the beginning of the arboretum collection. Not until 1961 did the state of Utah formally recognize the collection as the State Arboretum of Utah. The original legislation noted that the Arboretum "provide resources and facilities for cultivating a greater knowledge and public appreciation for the trees and plants around us, as well as those growing in remote sections of the country and world." In 1983 the University of Utah dedicated 100 acres at the mouth of Red Butte Canyon to be used as a regional botanical garden then in 1985 it was opened to the public and in 1986 the Outdoor Summer Concert Series first began.

Most people do not know that Red Butte is on University of Utah's property and also recognized as a non-profit. All our profit from admissions and memberships is turned around and used to pay the employees and continually and to our landscape.

Visitors always ask, "So what do we do here?" Well, we have over 1,500 species of plants from around the world in our collection, visitors take a self-guided tour through our 18 acres of gardens and if they like to do so we also have over 80 acres of natural areas with about 4 miles of hiking trails. All of these facts and history is important to me while I am at the front desk because these are common questions and things I tell our visitors.

Our staff includes an executive director, gardeners, irrigation managers, a concert manager, maintenance and repair, landscape architects, youth and family programs manager, membership manager, greenhouse coordinator, program directors, graphic designer, event coordinators, conservation botanists, administrative assistants, school programs manager, and a lot of volunteers. All of their backgrounds include degrees in either accounting, horticulture, marketing, event coordinating, IT, landscaping architect, programming, or graphic designing.

Since working here I could see myself here long term in event coordinating, help with the concert series, or landscape management. Also, since starting here I have really seen the opportunities of careers that I could

Katie Sikkema

0734252

May 18, 2014

see myself obtaining. I have really gained an interest and love for gardening. I have recently landscaped my dad's yard, mom's yard, and boyfriend's. I enjoy planting and all of the people who share the same passion, they are really knowledgeable about plants and helpful when I ask for specific needs of the yards I work in. At Red Butte I have the opportunity to work with customers who are gardening experts and our horticulture staff that allow me to ask them questions and pick apart their brain. I have always been interested in gardening as a hobby since I was a child because my mom loves it too but, I have always wanted to be an event coordinator for concerts or weddings. At Red Butte we have all these opportunities. I have recently helped with the plant sale and the sell our concert tickets. I enjoy this rush and excitement that came along with our opening day for the plant sale and even our concert series. We had a line for both occasions and it was so thrilling to help in chaos, since I stay calm in relatively all situations they really enjoyed my help and 'smiles all day' stated by my supervisor.