

**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

Weeks # 3 & 4 Dates: 5/24-6/6

Internship Hours: Two Week Total: 80  
Cumulative Total to Date: 160

Site Supervisor: Derrek Hanson/ Dianne Crosby

Agency: Red Butte Garden

Brief description of the past two week's duties:

Take phone calls, sell memberships, sell concert tickets, restock gift shop, and sell merchandise at the first summer concert: Nathaniel Rateliff and Emmylou Harris.

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

I am experiencing how to work with customers over the phone and in-person. Open the merchandising table. Display the items accordingly. Count in initial merchandise and cash, then count out at the end of the night to make sure everything adds up accordingly.

What did you learn from the experience?

I've learned basic functions of accounts receivable. I also learned the basics of the concert process; will-call, merchandise, assisting the bands by setting up their merchandise and selling their products.

What worked well? What would you change next time?

The process was very efficient. We sold a lot of 'cold weather' products to the customers who weren't prepared. We warned them that the temperature does drop very low at our outdoor venue. They have been doing this for a while but when it came to counting merchandise it was a little unorganized. I helped sort and come up with a more efficient idea. By the end of the night our numbers were all correct and there weren't any mistakes, which I'm told often doesn't happen.

Please describe the supervision you are receiving.

Very effective. Expectations are to do just as you're told and also think/do for yourself and make sure it gets done by the end of your shift.

## Internship Journaling Questions

***In addition to the weekly reflection based on Form 9a, please reflect on the questions below, one question per journal entry. A minimum of 500 words per reflection is required.***

### Reflective Journal #2:

Overall I am very enthusiastic and love learning new things. I enjoy keeping busy and doing what I can to help keep everything running smoothly. My internship is my job, I feel I need to commit all that I can to help the company and to gain any experience. I do what I can to help in any way. I will cover any shifts and be available at any time they need me. For example, this week, they needed me to stay with the concert until 11:00pm and needed me to open the next morning at 8:30am. I have no problem doing this since a lot of other employees, like me, have second jobs or attend school in the morning. I always let my supervisor and other staff know that I am available if they need me or want extra help. As well as our summer concert series, our summer camp classes start. Our school programmer has personally let me know that they would love help once the classes start because this year they are larger groups. Since I spoke up about being interested in helping she and I will work with Derek and Dianne to fit it in my work schedule. From the concert series to our school programming I hope to learn more about our programs and how they work. I am interested in eventually coordinating programs or events and this would be a great opportunity for me to be a part of the work as well as ask questions and get more involved.