

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 # 7 & 8 Dates: 6/22-7/5

Internship Hours: Two Week Total: 80
Cumulative Total to Date: 320

Site Supervisor: Derrek Hanson
Agency: Red Butte Garden

Brief description of the past two week's duties:

On July 1st I worked at the Sarah McLachlan concert selling her merchandise. On June 24th I worked the Will Call booth for the Natalie Cole concert. Other than the concerts I was in the visitors' center selling admissions and concert tickets in our box office.

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

I have been put in situations where I have to 'fin for myself' to call the best shots and other situations where I have had to maintain very calm and stern.

What did you learn from the experience?

I have learned that it's hard for me to not be honest with customers regarding scalping, our expensive concert chairs, and ticket sales.

What worked well? What would you change next time?

With the Sarah McLachlan concert I wouldn't change anything. We counted the merchandise in and out and the count matched her merchandisers' numbers as well. We made the most profit from her concert yet! During the Natalie Cole concert where I was in Will Call, there was nothing I could do about a scalping issue I had but I was told I handled it very well and did what I could. I can't imagine any other way to handle the situation.

Please describe the supervision you are receiving.

Lately there isn't much interaction with my supervisor. We all now know the drill and do what we do to prepare for the day and concert. The only time I really interact is when I ask if there is anything else they need help with and I go on my way.

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.

Since my last internship, when I was still technically a full time student and less experienced, I was told I needed to be more confident in my work and be proud of my own work. I have noticed since starting this internship and keeping that in mind I have had a lot of confidence in myself and my work. I just recently had my supervisor site visit and Derrek reminded me of some personal characteristics that I do recognize and should be proud of. Before and since that site visit I have been reminded of other characteristics I am very patient, efficient, and quick to pick up changes in the work place. I recognize these characteristics more in other parts of my life and also know now that this is okay to state and it's not that I am bragging about myself, it is 'confidence.' I am glad Derrek made me more aware of this. I can take this personal skill and share that with potential employers during interviews and I can have examples to back up my conclusion of these personal traits. For example, my first week at Red Butte Garden I was trained on one system then we changed it the next week, then the week after that we changed our credit card system, then after that week we changed our membership keeper system. After all this change I was there every day happy and excited to learn about how it worked. My supervisor and IT manager pointed out that I was very adaptable and they enjoyed my enthusiasm during the change because everyone else complained about it. Also, I have had a lot of experience with customer service and issues regarding the concerts, will call, and ticketing mostly. I have always been a patient and calm person and this trait really comes in handy during our concert season because our other staff and managers are run down with issues so I happily help the customer in the right direction. Red Butte Garden is a customer base industry and if you don't give what the customer wants or give a compromised option they will be angry and that is a customer and all their Facebook friends that you could miss out on.

Throughout school overall I learned a lot about self-discipline and time management. I never missed a class or assignment for any reason. Classmates always thought this was insane and impossible, but seriously it is not that hard. I knew what time class was so I would schedule accordingly, just like a job. You don't miss your shift at work because you were up watching Netflix all night. I also knew that the adjustment to a full time job would be a lot easier for me this way, plus why miss out on any possible thing like extra points or a pop quiz. The more I think about my education experience I don't think it was just 'school' in general that taught me my self-discipline. Honestly I think it was what I choose to study. The parks, recreation, and tourism department made a huge difference for my transition from student to professional. The parks, recreation, and tourism department and staff did not hold my hand through out every experience. They guided me and lead me to what I needed to know and showed me my basic resources. They told me what they needed from me and loosely expected from me, but they did not restrict and confine my ideas.