

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 # 9-10 Dates: 7/6-7/19

Internship Hours: Two Week Total: 80
Cumulative Total to Date: 400

Site Supervisor: Derrek Hanson
Agency: Red Butte Garden

Brief description of the past two week's duties:

Work front desk, inventory in the gift shop, helped put wrist bands on our VIP section for the Bob Weir & Rat Dog concert. I opened the garden early for Yoga class alone. Had family night Monday night the 7th and 14th, took admission for that event. Directed the attendees of the University of Utah ice cream social event to our Orangerie. I also attended a living picture class held by our horticulture staff.

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

I got to experience event planning a little more by dealing with a professional event. I chose to attend the plant class so I got an understanding for what the class is like, where it is located, and more about the subject so when I have a customer ask me about the classes I can talk from experience.

What did you learn from the experience?

At the ice cream social I learned to keep the people pleased, keep waters full, direct to the restrooms. Be patient and give my full attention when addressed with a concern. From the plant class I learned more about the care for succulents, container gardening and who teaches the class, and about how long the class takes.

What worked well? What would you change next time?

Everything worked well. These past two weeks flew by. I am used to my duties and self-managing so it's hard to step back and evaluate my week as any different than the other weeks.

Please describe the supervision you are receiving.

My supervisor leaves more duties for me and I don't go to Derrek or Diane nearly as often as I use to. I really feel a part of the staff. People greet me and know me by my name. I have more than work conversations at work, I can relate and connect with all the staff on different levels.

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.

I am continuing to work on my goals. As each week passes I get more involved in selling tickets, working the front desk, and being a part of the concert series. I set goals to be help with at least eight concerts and so far I have helped with five down at the amphitheater and four up at the visitors center. This coming week I also help with two others. I have learned all about our membership program and am still learning the small details, like switching the names of the card holder or up grading their membership to a higher level.

Looking back on these two weeks in particular I noticed a huge leap of growth for me. Derrek was out of town the beginning of the two weeks and Dianne has been out of town for the past 6 days. I really haven't had any issues where I needed either of them to take control or go had to go to with questions. I consider my personal standards for success in my internship by completing my written goals but also growing, learning from my peers and being more self-sufficient. I try not to ask so many questions. I do things on my own and before I am asked to. To meet my own standards I make sure to never let anyone down. If I leave for the day I make sure I pick up on any projects I left off. I noticed others seem to forget or not care about the day before. If we were asked to do a project that night and we have to leave before it is completed they don't seem to remember and pick up where we left off. For example, I and two others had to price tag new merchandise for the gift shop. By the time we closed we finished pricing everything but we weren't able to put the product out. I left a note saying the products were in the storage room and please place them in the gift shop when you get to work. I came into work two days later to find the product in the storage room still and the note right where I left it. That morning it took me two hours to place all the product by myself. It was a slow Monday morning so it didn't bother me so I kept busy, but I thought how could have no one restocked the gift shop or placed the new product considering Sundays are usually slow towards the evening. I pride myself on keeping the gift shop clean, snacks and drink shelves I always keep full, as well as place a new item out when I sell an item that emptied up shelf space. I keep myself up to high standards and want to please others. I would hate for Dianne to get back from her vacation to see the back stock room more full then the gift shop where customers can see and buy product from.

I'm not angry or upset at anyone at all, I don't show any frustration or disappointment in others. I just set high standards for myself and don't want to get caught working a day that Dianne or Derrek work and have them be disappointed in the work that is or is not done properly. I want to do my best and display that I am capable of helping out and do things before being asked and when asked complete the project.