**{Insert Logo or Company Name}**

**OVERVIEW OF INTERNSHIP**

**Industrial Distribution Internship Position – Summer 20xx**

**Internship Details –** Internship will be a minimum 12 weeks in length.

Projected Start Date – May 13, 2019

Projected End Date – August 2, 2019

Projected hours worked per week – 40 hours

Hourly wage and any additional benefits - $15 and housing allowance

**Company Information** – Our company …..

**Description of Internship -** The 12 week internship is designed to provide engaging experiences for the intern in each aspect of our company – sales, operations, and management. In addition to a diverse experience, the intern will be responsible for a project and present to leadership members on the results.

**Learning Objectives**

Inside sales

Outside sales (would include spending at least 40 hours with outside sales)

Operations

Customer service / technical support

Management

Marketing

Product and/or materials management

Product training

**Overview of Internship Program**-

**Day 1** Introduction to team and review program

* Tour of branch and meet team members
* Review handbook and procedures
* Assignment of workstation, computer, etc.
* Meet mentors for Warehouse, Counter, Inside Sales, Operations, and Outside Sales
* Check in with District Manager / Recruitment Coordinator

**Weeks 1-2** Warehouse Operations

* Spend 1-2 days with delivery
* Pull orders and check for accuracy
* Truck route entries
* DOT compliance
* Safety
* Receiving
* Shipping
* Cycle counts

**Week 3** Meet with supervisor to discuss project details

Meet with district manager/ HR Recruiter to discuss internship

**Weeks 3-5** Counter Sales

* Shadow and assist with pulling orders (week 3)
* Restock counter sales area
* View marketing strategy for walk in customers
* Cash box reconciliation
* Refunds/credit requests
* Product training modules

**Weeks 4, 5, 6** One day go out with outside sales

**Weeks 6-7** Inside Sales

* Quotations
* Submittals
* View how project management fits into inside sales
* Order management documentation
* Conduct a training session for others in sales on a new product
* Cold calling techniques and lead generation
* Receive incoming calls

**Weeks 8-9** Outside Sales

* Scheduled sales calls
* Cold calls
* Discuss time management and CRM
* Prospecting customers
* Sales cycle
* Negotiations
* Attend sales meetings and vendor training.
* Participate in a joint sales call with a product specialist

**Week 10** Business operations

* Purchasing
* Accounts receivable
* Vendor invoice reconciliation
* Inventory count adjustments
* Marketing

**Week 11** Outside Sales (see above)

**Week 12** Branch Management   
(some information will be incorporated with weekly meetings with supervisor)

* Review financials
* Learn about company policies

**Milestones for each department**

* **Operations**: Understand how orders flow through a branch setting. Gain insights in operational efficiencies and company profitability.
* **Sales**: Understand the process of servicing customers and solving problems. Learn strategies for increasing sales.
* **Management**: Understand how financial goals are established and reached. Learn the responsibilities of overseeing sales, delivery, distribution, pricing, accounting and customer service. Gain insights in how employees are hired, trained and retained as part of the work team.

**Possible Intern Projects:**

The intern will be assigned a project prior to week 4. Discussion with the intern and supervisor will take place in the development of the project that meets our needs, the interest of the student, and the requirements of the university. Examples of projects for this summer include:

**Promote New Product Line.** Research product, promote to customers that may benefit from, and track results.

**Increase Company Footprint** - Researched underserved market sectors to find contact information for development of a contact list, called customers and went on sales calls.

**Surplus Inventory Reduction** – Identify no value/dead stock/surplus inventory, determine how best to sell, develop promotion, and make contacts with customers as well as other branches.

**Additional Experiences**

* Visit another branch location
* Visit corporate office
* Visit a job site of a customer
* Meeting with a manufacturer rep

**Contact Person & Contact Information** –

Name, Title

Location

Telephone

Email