Eric Zeitlin

Reflection Paper #2

7/11/14

With the 4th of July come and gone summer has officially reached the back end. While there is still plenty of time for fun activities, time is surely winding down. Over the past two months I have gained a tremendous amount of knowledge, leaned new skills, and most importantly experienced growth in many ways. Throughout this internship with Dardis Academy I have faced many up, as well as some downs. With each and everyday that I have been a part of this program I have challenged myself to push through adversity even when it was very difficult.

For the last nine weeks I have maintained a discipline daily schedule for myself. Each day consists of a 7a.m wake up followed by my mourning routine, shower, dress, and breakfast. Following breakfast is self preparing and planning for the day that lays ahead, usually creating a list of possible calls, going over my schedule for any meetings set up for that day, etc. Once I have settled in I begin my day around 9a.m making phone calls, checking e-mails, and following up with any costumer issues. Depending on the day the afternoon will normally be here before I know it. Around noon I will have lunch for myself, unless I had lunch scheduled with a client that day. From 1-3p.m I am usually on the road driving to and from meetings, each meeting varies in length of time ranging from 15mins to 2 hours.

As the day comes to a close I wrap things up by sending thank you emails, adding any new referrals I may have gotten earlier in the day, and filling out my spread sheet on google documents for my supervisor to review. Each passing day comes a new obstacle, but that just means another obstacle to overcome. This internship is based on two things: life skills, and building a personal network. Each week my supervisor has a “this weeks focus” they have been things like, building rapport, active listing, maintain client relationships, etc. One of my favorites was personal connection.

The product of is great. The Men’s wear that I sell is really nice stuff, but it’s not about the clothes. If a businessman wants to buy a shirt from me that’s great! But what matters most to me is did I built a genuine connection with that person.

Everything that I am doing in this internship relates directly to where I want to be. A real life experience that actually happened just the other week is a perfect example. A gentleman who works for a bank placed an order for several products. He gave me all of his information and the meeting went smoothly. When I was entering his information I used his billing address as the shipping address, which created a bit of a mailing problem. The package was sent to the wrong address and after two weeks the man began to get frustrated and requested his money back. After specking with my supervisor I straitened out the issue and resolved the problem. I had to use problem-solving, communication, and understanding skills on a real life matter related to the internship.

As each week of the internship comes to an end I have anywhere between a 20min and 1 hour phone conversation with my supervisor. We discuss the week that is to come, my goals, any issues, and just catch up on how everything is going. At weeks end there is also a leaders board that is sent out all 100 plus interns letting them know where they stand among the other sellers. With hard work I have continuously improved my ranking leaving me at the number seven spot as of July 6, 2014. I look forward to the rest of the internship. It wont be to long before it will be over.