



# Fall Intern Handbook

# 2019

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Center Director and Intern Program Director

Entrepreneur  
Innovation  
Center @FSU

## **General Information:**

### **Internship and Directed Study Location:**

ENTREPRENEUR INNOVATION CENTER

860 Worcester, Framingham MA, 01701

Hours: 7am – 7pm Monday thru Friday

**Materials needed:** Helpful but not required – *Business Model Generation by Osterwalder & Pigneur*.

### **Innovation Center Contacts:**

*Director:* Mark Hardie; [mhardie@framingham.edu](mailto:mhardie@framingham.edu)

Mark the Center's Director and should be contacted for your work schedule, appointments to meet one-on-one, or to give notice whenever late or absent from your shift. Mark can also be contacted with questions about member companies and project work.

*Staff Coordinators:* There may not be staff coordinators during the Fall. See the Director or email the Center's address [innovation@framingham.edu](mailto:innovation@framingham.edu) with any questions you have about staffing and schedules.

### **Sling:**

Sling is an application that we use for scheduling, announcements, and messaging. All interns are required to have an account and check daily for updates and messages.

*If you are having problems with Sling please contact the Director.*

### **The Entrepreneur Innovation Center's Mission**

"To help create new businesses and more good jobs in MetroWest by incubating the development of start-up companies who are innovative, while helping FSU students learn about entrepreneurship and innovation."

## **Mission of the Innovation Center Interns**

“To provide quality assistance on projects for the Innovation Center, entrepreneurial co-working members, and to be customer focused. To do this in a way that helps our own learning on how start-ups, entrepreneurship and innovation work. “

## **Introduction to Workbar and Co-working**

### ***About Workbar:***

“At Workbar we understand that people don’t always work the way they used to. Technology has made the workforce more mobile, yet has also increased the need for shared resources, human interaction, and fun at work. So we’ve created a network of coworking spaces where independent professionals, start-ups, small businesses, and remote employees of larger enterprises can enjoy a vibrant community and high quality office amenities at an affordable price. At convenient and accessible locations around the cities of Boston, Cambridge, Somerville, Arlington and beyond, we provide extraordinary shared office spaces. Our members work and grow with access to meeting rooms, event spaces, and a wide variety of social meetups and educational workshops. In a nutshell, Workbar offers the professionalism of a corporate office, the flexibility of a gym, and the comfort of a cafe.” <http://workbar.com/about/>

### ***About Co-Working:***

Co-working is defined by the Oxford Dictionary as; “the use of an office or other working environment by people who are self-employed or working for different employers, typically so as to share equipment, ideas, and knowledge.

"The whole idea of coworking is to bring bright, creative people together and let the ideas collide"

### **Internship Roles and Responsibilities:**

#### *Entrepreneurship Practicum Seminar ENTR495, Fall Interns, and Directed Study:*

Fall internships have similar responsibilities to class interns or a directed study student. Prior to the start of the semester, each intern will make arrangements with the Center Director to work on a specific project(s) and join the staff at the Center. Student interns are expected to maintain a regular schedule of staff hours working at the Center. During this time, the intern will work on their projects. Any free time can be spent doing other work, as long as it is not disruptive to the Center's members or other staff.

Weekly class meetings for ENTR495 are held on Mondays from 4:30pm-6:30pm at the Center. You are expected to bring your lap top and something to take notes with as well as any other material that is instructed by the Director.

Directed study meetings are arranged in advance and may vary week to week, at the discretion of the student and the Director.

If you are going to miss a class/meeting it is important for your grade as well as your progress to make it up. You can make up a class/meeting by scheduling a time with the Director Mark prior to next week's class or scheduled meeting, so that you will not fall behind.

The interns at the Center serve as the customer service representatives of FSU and the Center itself, to our members, guests, and potential members.

Interns should complete each project or assignment to the best of their abilities. The intern should look to acquire knowledge and proficiency, and not hesitate to request help from the Director, entrepreneur member, or other staffers.

The Director and members are here to help you learn in your work with at the Center as well as with the entrepreneur members. If you need any assistance or want to express any concerns please do not hesitate to speak with either of them as needed.

**Opening the Center:**

- The center always opens at 7:00 am unless otherwise instructed
- Unlock all doors and turn off the alarm (code: 9631)
- Turn on ALL lights (upstairs and down stairs)
- Ensure that café items are all replenished (cups, lids, sugar packets, cream, etc.) and everything appears neat and clean (wipe down dusty surfaces, push in chairs, etc.)
- Listen to voicemail and relay messages via email to the appropriate person
- Go on Wobbe and check room reservations for the day. Where necessary post a reservation sheet outside of a reserved conference room.
- Check Sling to review the day's staffing schedule and any impending tasks.

**During Your Shift:**

- Greet everyone that comes in and assist those who need it (sit near the front door on the 1<sup>st</sup> floor so you are able to do this)
- Don't be shy! Walk around and introduce yourself to members, see if they have anything they need help with, chat about relevant work... they are a great resource to have!!!
- Work on your assignments and member projects first, if you have additional time you are welcome to work on homework or anything else non-disruptive.
- Periodically walk around the center to ensure that everything is running smoothly and that no one needs help.

**Closing:**

- Wipe down all surfaces and white boards
- If there are any members that are still working by 6:45 give a gentle reminder that the center will be closing in 15 minutes.
- Be sure to turn off all lights and electronics
- Lock the doors (from back of building to the front) and set the alarm (code: 9631)

**Phone Usage:**

To dial from the center's phone number, press 81 before dialing the number.

To check the voicemail, dial 4000 then ext. 5921, the Password is 16081.

(These instructions are also written by the phone for your convenience)

When answering the phone say, "Thank you for calling the entrepreneur innovation center, this (your name), how may I help you?"

**Communication Among Interns:**

All of the interns are required to join the app Sling. This allows us to communicate directly and in group messages as it regards the center.

Any communication about shifts from the Director will be sent through this app.

**Mail & Packages delivered to the Center:**

Some members often receive postal mail. They have labelled "mailboxes" in the lobby - the green lockers by the front door. Feel free to place their mail in the assigned mailbox. When members receive postal mail at the Center, please let them know in person or send email to the member (using your FSU email address) in the following format:

*Subject: Center Mail*

*Hello (member name),*

*This email is to notify you that you have received mail at the center.*

*Thank you,*

*(Your Name)*

*Center Intern*