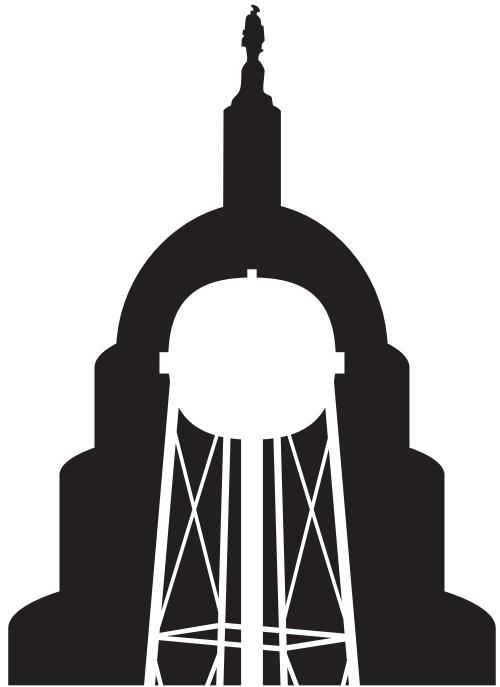


A large, semi-transparent grayscale photograph of the United States Capitol building's dome and surrounding architecture, serving as the background for the left side of the page.

# **UC Davis Washington Program**

## **Resource Manual**



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# *Step 01*

## THE INTERNSHIP SEARCH

Now that you have a good idea of the internships you want to pursue, it's time to get started on the actual search process! Keep the tips below in mind in order to ensure you have a successful search.

### How to Search

Be sure to use more pointed search terms in order to narrow your search. Examples include:

#### **Utilize Specific Search Engines:**

- Non-profit internships: [www.idealyst.org](http://www.idealyst.org)
- Government internships: [www.usajobs.gov](http://www.usajobs.gov)
- General internship database: [www.indeed.com](http://www.indeed.com)

#### **Use the Washington Program website:**

Check out our list of past internships to see where past students in your major have interned

[Home > Prospective Students > Internship Information > "Past Internships Secured by Students"](#)

#### **Location-based Searching**

Don't confine your search to just Washington, D.C.! The D.C. Metro makes cities in Maryland and Virginia easily reachable.

For example, College Park, MD is less than 10 miles away from the UC Washington Center and is reachable by the metro



## Effective Strategies

**Start early!** Some internships have earlier deadlines than the Washington Program, so you want to stay aware of these. Keep in mind that some internships require a background check, which could potentially take months.

**Keep your options open!** Apply to a few big name options but also some smaller organizations. Just because an organization is smaller or less well-known doesn't mean that it doesn't have more to offer! Many times smaller organizations can offer their interns a more personalized internship experience and more responsibilities.

**Don't write off internships that only have semester dates!** Quarter internships are hardly ever listed, but the majority of organizations are happy to make exceptions for you.

**Come to drop-in hours,** make an appointment, or contact the Program Advisor in Washington, D.C. to discuss your options if you feel that you need more guidance.

## How to Find an Internship Not Listed Online

Just because an organization hasn't posted anything online doesn't mean that they don't want an intern!

- Keep in mind that semester internships are commonly listed while quarter internships will most likely not be

If there's an organization you really want to intern with, don't be afraid to send an email inquiry!

- If you need help with writing a professional inquiry, please see page \_\_\_\_ for guidance on what to include in your email.

## Keep Your Advisor Updated!

We can best assist you in your internship search if you keep us updated of new developments

- Let us know about new organizations you're applying to, interviews you get, special requirements that an organization has, or any denials

While we want to be in the loop, please don't CC us or the Program Administrator in emails you send to organizations

## I Haven't Heard Back Yet. What Should I Do?

This all depends on how long ago you applied!

### **Less than two weeks ago:**

- Try to be patient. Don't contact an organization earlier than two weeks after you submitted your application

### **Two weeks ago:**

- Call (preferred) or email the organization to confirm they received your application materials and find out where they are in the selection process
- If you email, see our guidance on page \_\_\_\_ for what to include

### **More than two weeks ago:**

- If you've already followed up and haven't heard back yet, send us an email

**Note:** If an organization gives specific instructions (do not contact them, no phone calls, etc.) please make sure to follow them. If instructions say not to contact them, email the Program Administrator in D.C. for help

# Brainstorm

The internship search starts with YOU!

In order to effectively conduct an internship search, you need to first think broadly about what career fields interest you and what you hope to achieve during your time in Washington D.C.

Start by listing up to 5 broad career fields you are intrigued by:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

Next, compile a list of skills that you are hoping to practice or develop in your internship:

- |          |          |
|----------|----------|
| 1. _____ | 2. _____ |
| 3. _____ | 4. _____ |
| 5. _____ | 6. _____ |

What type of organizations would you consider working for?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

What are your ultimate career goals after graduation?

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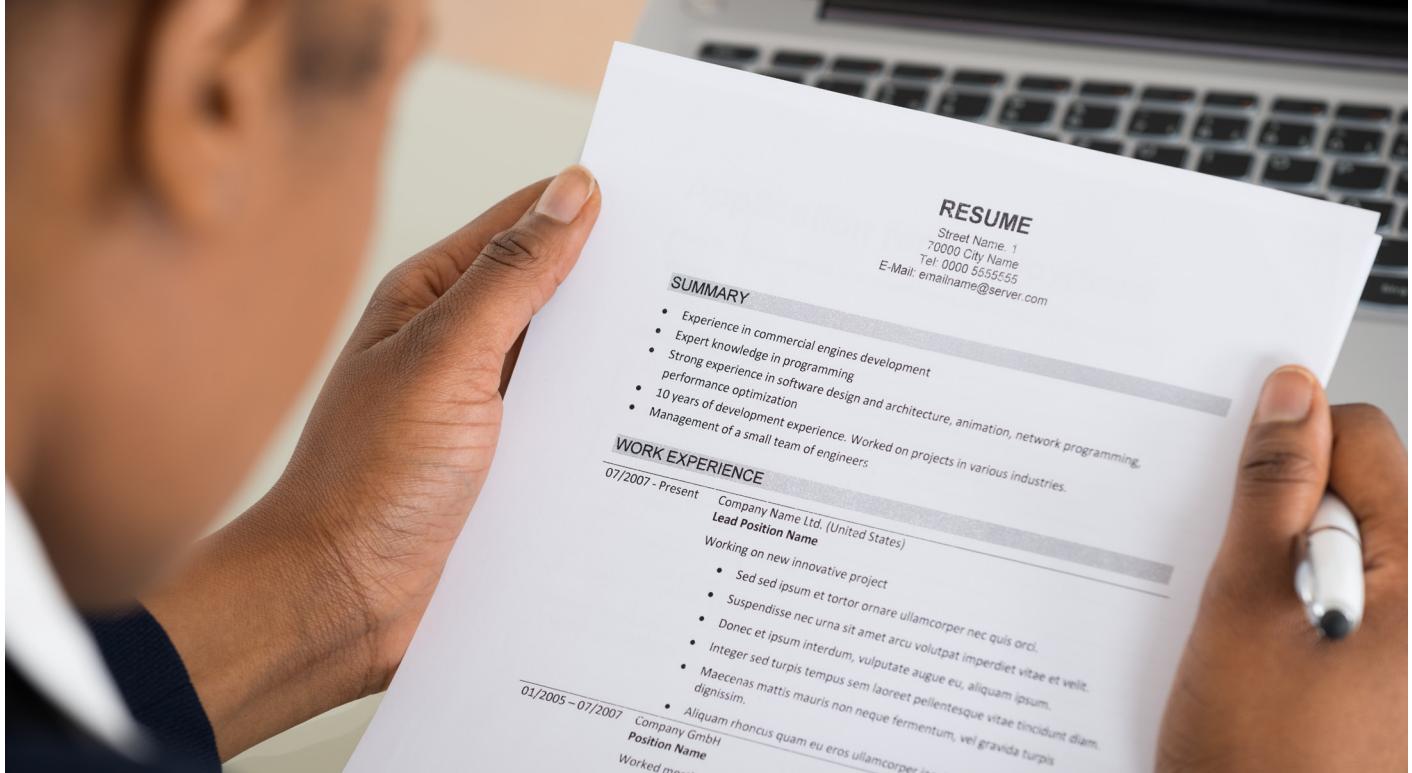
# Internship Log

Now that you're starting your internship search, it's very important to stay organized! The table below will help you keep track of which organizations you're interested in and the date you apply. Use this table to keep a timeline of when to follow up with organizations.

	Organization Name	Contact Name/ Title	Email	Phone	Applied Y/N	Date Applied	Date Follow-Up	Outcome
1.								
2.								
3.								
4..								
5.								
6.								
7.								
8.								
9.								
10.								
11.								
12.								
13								
14.								
15.								

# Step 02

## COMPIILING YOUR APPLICATION



## How to Write a Resume

### What does a resume need to include?

#### Your name and contact information

- Phone number, email, and address centered or left-aligned at the top of the page
- Make sure your email address and the voicemail on your phone are professional

#### Education

- Name of university, degree, major(s)/minor(s), expected graduation date
- Only include GPA if required by the organization, or if it is exceptional

#### Relevant Work Experience (Paid, Volunteer, Internship)

- Job title, company name, location of position (city, state), dates of experience (month/year -- month/year), skills demonstrated in position, accomplishments

## **What if I have more space?**

### **Skills/Abilities**

- Pick only things that are relevant to the employer, i.e. languages, computer skills, lab experience
- Note: Microsoft Office knowledge is expected. Only include it on your resume if the position description requests it. Otherwise, stick to computer programs that are not Office
- Note: Separate skills into logical groupings. List only concrete skills, not vague character traits, such as “hard-working” or “team-player”
  - Character traits need proof, which the internship coordinator will pick up automatically from your job descriptions
  - Having an entire section listing character traits doesn’t tell the person anything about you, and it just takes up space on your resume

### **Relevant Coursework/Projects**

- Only include classes or projects that have a relevant bearing to the internship
- List courses by name, not by number
  - If the title of the course doesn’t accurately describe what you learned in the class, you can create a new title that briefly summarizes the content, i.e. “The Circle of Life” could become “Intro to Biology”

### **Honors and Awards**

- List relevant honors or awards with a brief description

### **Research Publications**

- Project title, where it was published, and when

### **Certifications/Licenses**

- List only if applicable

## **Helpful Hints**

- Avoid adding high school information (the only exception is if it is extremely relevant)
- Forget the “Character Traits” section. It doesn’t tell the employer anything about you, so focus more on your experiences
- Use a professional font (Times New Roman, Calibri, Helvetica, Garamond, etc.) in size 10-12
- Aim to restrict your response to one page. You may go to two pages only if all information is pertinent to the internship you are applying for
  - If you only have a few lines on a second page, make cuts so all information fits on one page
- Bullet points make it easier for the employer to read your resume
- Prioritize the skills and experiences that fit into the internship position
- Be sure to proofread! And be sure to have us look at your resume before you send it out

## How to Elaborate on Your Skillset

- The point of expanding on your experiences is to explain the skills you learned and used. The more detail you can add, the more likely you are to catch the internship coordinator's attention
  - Many people fall into the trap of writing standard 2-4 word descriptions such as "Wrote reports" or "Dealt with customers," which will be passed over by the person reading your resume, when perhaps they were very significant portions of your position
- Focus on addressing these areas in your bullet points:
  - **Who** – Who did your job help? (The company? Clients? Customers?) Who did you work with? (Colleagues, Executives?)
  - **What** – What happened with the results of the job? If you did research, was it published? If you had to do a report, what was done with that information?
  - **When** – When did this happen? Daily, weekly, monthly? Talking about how often you did something is an easy way to show productivity in your job
  - **Where** – Where did your duties occur? Where you responsible for interacting with people outside your organization? Did you have to travel?
  - **Why & How** – Why did you do this? Why was this skill/task important? How did your job duties help or add to the organization's ability to function?
- Start each bullet point with an action word that sums up your accomplishments
- Quantify your experiences if possible. For example, "Increased sales by 10% in 3 months" is more impactful than "Increased sales."
  - Even if you can't list quantities, always describe your achievements and how you achieved them, i.e. "Exceeded sales quota every week by providing excellent customer service and anticipating customer needs."

# How to Write a Cover Letter

## What is a Cover Letter Supposed to Do?

- A cover letter is the first impression you will make on the hiring authority
- It's a place for you to illustrate why you would be an excellent candidate for the job
- It provides extra information that the hiring authority can't find in your resume
- It allows you to demonstrate that you can be articulate in a professional manner

## Helpful Hints

- Be sure to rewrite the cover letter for every organization that you apply to —> this will let the employer know that you did your research into their organization!
  - You want to show that you know more than the average applicant about their organization
  - Sit down with the position description before writing every cover letter and decide which of the employer's desired skills you will discuss
- Use the same font and style for your cover letter as you used for your resume
- Address your cover letter to a specific individual or hiring authority
  - If you can't find a specific name, "Dear Internship Coordinator" is better than "To Whom It May Concern"
  - If you are having trouble finding a specific person's name, please feel free to ask us for assistance
- Keep it to one page in length – the hiring authority shouldn't feel overwhelmed when reading it
- Always check for spelling and grammar mistakes! Have a second pair of eyes look at your cover letter to be sure you didn't miss anything

## Cover Letter Basics

### Structure

- **Your address:** Upper left hand corner
- **Date:** One space below your address in upper left hand corner
- **Employer Address:** One space below the date on the left hand side
- **Greeting Address:** Make sure you address the coordinator formally
  - "Dear Ms./Mr./Dr. Last Name:"
  - Use colon and not a comma
- **Introductory Paragraph**
  - Introduce yourself by giving your year, school and major
  - Express that you are interested in applying for the position (be sure to reference the position by the official job title)
  - If you heard about the job through a personal contact, mention the person's name
  - Provide a brief explanation about why you are interested in this organization specifically and how interning for them fits into your future goals
- **1-2 Body Paragraphs**
  - Explain why you're the right person for the job!
  - Give 1-2 examples of related experience that demonstrate that you possess the background and skills necessary for the internship

- Don't just write a laundry list of skills —> provide a narrative of how you used those skills that the organization deems important
- Tie the skills for which you provided examples back to how it will be helpful to the employer
- This is a space to greatly expand upon what the hiring authority can read in your resume
- **Concluding Paragraph**
  - State that you are a UC Davis Washington Program participant and the specific dates you will be available to intern
  - Provide them with a phone number and email that they can easily reach you at
  - Tell them that you look forward to hearing from them and reiterate your interest in the position
- **Closing Greeting/Signature**
  - Use greetings such as "Sincerely," "Best regards," "Best wishes," etc.
  - Use a scanned image of your signature or type it in normal font

# Choosing a Writing Sample

Writing samples are a potential employer's first look into your writing ability, thought process, organizational capability, communication skills, and ability to support an argument from beginning to end.

Unless you are given a specific topic to write on for the application or the organization provides specific instructions on what sort of sample to submit, keep the following guidelines in mind to help you pick a writing sample:

- Use a paper that you've already written for a college class
- Submit a clean copy with no grades or marks

## Major Areas of Importance

### Style

- Consider the type of internship you are applying to and what type of writing they will require you to do
- For example, don't submit a lengthy research paper for an internship that would require you to write briefs and memos
- Unless specifically requested, don't submit any creative writing samples

### Content

- If possible, submit a writing sample with content that is relevant to the internship
- However, content is secondary to quality – always pick the stronger piece even if you feel that the content is less relevant

### Length

- Keep the sample to 2-5 pages
- You can use a sample from a longer piece of work – just pull out your best 2-5 page section of work and start the sample with a brief paragraph about the topic of the paper and the class it was written for this will give the reader a sense of the context
  - If you decide to do this, be sure that you select excerpts that keep a sense of the argument's flow through the beginning, middle and end of the original piece

### Spelling and Grammar

- Be sure to double check for spelling and grammar mistakes!
- We cannot proofread your writing sample before submission because it is representative of your own writing style – you must be able to reproduce the same level of writing if hired
  - However, we can help you decide which of your writing samples is suitable for the application

# Preparing Additional Application Materials

## Reference List

### Who Can I Ask To Be a Reference?

- A reference should be someone who can attest to your ability to do the job, your professionalism, your work style, your performance, time management and punctuality
- References can be former or current employers, faculty mentors, campus staff or advisors, coaches or anyone in a professional position
- Family, friends and peers do not count as references
- Choose people that you have known for at least three months and who are well-versed in your background and accomplishments
- Be sure to ask your reference's permission before using their name for the list and ask them whether they are willing to give a strong, positive recommendation
  - Tell them about the position you are applying to and give them an updated resume
- You will need 3-5 references for your list

### How to Format a Reference List

- References should be on a separate piece of paper from your resume
- Be sure the format and style of the list matches your resume and cover letter
  - Use the same header and contact information as the top of your resume
- List all references in the following format:

#### Name

Title

Organization

Address

Phone Number

Email

- Double-check that you have the most recent contact information for each reference

### How to Submit a Reference List

- Different employers will ask for a reference list at different times
  - Some may never ask for it, others will ask for it as part of your application packet, and others may ask for it after your interview
  - If the employer asks for the reference list in an application packet, it should come after your resume

## Recommendation Letter

You can use the same recommendation letters that you used to apply to the Washington DC Program

If an application requires more letters of recommendation than you used to apply to the program, ask a faculty member or supervisor to write you an additional letter as soon as possible

- Try to ask at least three weeks in advance
- Provide a “resource packet” to your recommender in order to help them write their letter. This should include the position description, your cover letter, and your resume
- **Inform your recommender of any skills or qualities you want them to highlight in their letter, especially if you have submitted a late request.**

## Transcript

- Some organizations may require transcripts as part of the application
- Be sure to note if they require an unofficial or unofficial copy of your transcript
  - We can provide you an unofficial copy
  - Official copies will have be obtained directly from the Registrar's Office

# How to Submit Your Completed Application Packet

Now that you've put together the best application materials possible, it's important to submit them properly. Even though this is a seemly small step, you'd be surprised how many people make mistakes while doing this! Getting this step right will impress the internship coordinator.

## So, What's the Right Way to Put My Materials Together?

### **It is very important to follow the organization's instructions to a T!**

- Only submit the documents which they explicitly request
  - If they need any other documents from you, they will request them at a later date
- Be sure the documents are in whatever format they request (.pdf, .doc, etc.)
- If they want you to use a certain subject line in your email or to save your documents with specific titles, be sure you do this

### **And if they don't say how I should submit my materials?**

- Combine all of your application materials (cover letter, resume, reference list, etc.) into one PDF document
  - Save it as: Last Name, First Name – [Organization Name] Application
- In the subject line of the email, reference the entire position title and ID number, if it has one
- Write a brief yet professional email stating your interest in applying for the position, and that you have attached your application materials
- Include a full signature in your email with your full name, email, and phone number

## Helpful Hints

- Proofread, proofread, proofread! Make sure there are no grammar mistakes in your email or in your application materials
- Make sure your email/cover letter is addressed to the correct person
- Ensure that you have attached the correct application materials for that organization

# *Step 03*

# INTERVIEW SKILLS

## Interview Tips

### Preparing for the Interview

- Be sure to review the job description beforehand and look at the skills and qualifications required
  - Come up with concrete examples of how your past experiences, skills and abilities align with the job description
- Research the organization and know what they stand for
- Inform yourself about any important details about the company, such as new services offered, news, etc. that could be mentioned in the interview –it's important to show that you've familiarized yourself with what is currently happening at the organization
- Practice your answers to the interview questions listed on page \_\_
  - It is best if you practice your answers with another person. This can be a friend or family member, but we are also able to offer you mock interviews by appointment
  - Do your best to speak slowly and clearly, and eliminate filler words such as “um,” “like,” and “you know”
  - Know that if an employer asks a questions you weren't prepared for, it's okay to take a second to think or ask for the question to be repeated
- Be familiar with what is in your resume and cover letter – the interviewer will want to see consistencies

### During the Interview

Whether you are having a phone or Skype interview, arrive at your chosen location 10-15 minutes early so you will not feel rushed when it is time to talk

Interviews generally follow this structure:

## **Beginning**

- Light conversation to put you at ease
- Try to build a rapport with the interviewer, but be very wary of using humor
  - Not everyone has the same sense of humor, so it is best to hold back on the jokes until you start working at the organization

## **Middle**

- Interviewer describes the organization, office environment and position
  - Listen carefully! You can ask more about this at the end of the interview, but you don't want to ask them to repeat something they've already said
  - This is an appropriate time to take quick notes on the information the interview gives you about the company. Be sure to maintain eye contact and don't frantically scribble on your notepad. Just write a word or phrase to remind you of what was said.
- Employer will ask questions about your skills, education, training and work history
  - Be selective about the experiences you present always emphasize the positive, but never exaggerate or falsify information
  - Be confident in your responses, even if you are asked about a skill you don't possess (Ex. "I haven't worked with that particular computer program, but I've worked with similar programs such as \_\_\_\_\_ and I feel confident that I can learn this program in minimal time")

## **End**

- The interviewer will usually ask you if you have any questions
  - See our list on page \_\_\_ of examples of questions that you could ask the interviewer
  - You want to have a potential list of questions ready – when the interview asks you if you have any questions, you don't want to say no
  - There is also the potential that the interviewer will not ask you if you have any questions. However, you should have at least one or two questions prepared to ask anyway, because this will reflect well on you
- Sincerely thank the interviewer for considering you. Reiterate your interest in the position.

## **After the Interview**

Within 24 hours after the interview, it is important to send a thank you email to the interviewer, in which you reiterate your interest in the position

- If you need guidance on what to include in the email, see our templates on page \_\_\_

If you haven't heard back from the organization for 2-3 weeks after interviewing with them, you can send a follow-up email to inquire about the status of the position

## **Questions to Ask at the End of an Interview**

**Note:** if the employer has already addressed the answer to a question in the interview, you don't want to ask it again

- What are the typical day-to-day responsibilities of this internship?
- What have your most exemplary former interns accomplished in this internship?
- How much guidance is given to interns in developing future career goals?
- What do you enjoy most about your work with this organization?
- Can you tell me more about the work environment? Is it more team or individual oriented?
- Can you tell me about the next steps in the selection process?

**Note:** When you are researching the organization prior to your interview, it is important to write down any questions that arise. The more questions you can ask that are specific to the organization and show that you did your research, the better.

**Note:** Do not ask about pay, hours, etc. These are questions you can discuss once you are offered the internship. Also, don't ask for feedback on your interview performance or ask if you got the internship.

# Answering the Tough Questions



## Tell us about yourself.

- This is a brief overview of your professional background, not your entire life story
  - Don't mention hobbies, extracurricular activities, family, etc.
- Develop a 1 minute overview that summarizes where you are in your educational career, and discusses your experiences, expertise, knowledge and skills
- Emphasize a pattern of interests, skills and accomplishments. Focus your response around a certain theme related to your major interests and skills.

## What are your strengths?

- Look at the internship posting and pick strengths that relate to what the employer is seeking
- Each strength you choose needs to have a strong example of what you did and why it was valuable to your previous employer
- A good way to frame your strengths without sounding like you're bragging is to frame them in terms of what other people have told you
  - For example: "At my last personal review, my manager told me that my written work is among the best in the company."
- Try to avoid typical skills that most people will say they possess. These include things like "hard

worker,” “determined,” “driven,” etc.

- Think in terms of knowledge based skills – things you have gained from education and experience (i.e., computer skills, languages, training); transferable skills – portable skills you take from job to job (i.e., communication and people skills, analytic problem solving, etc.); and personal traits (i.e., dependable, flexible, etc.)
- Think about your biggest accomplishments in the different positions you have worked in. What skills helped you to achieve them?

## What are your weaknesses?

- Do not reveal a flaw that would hinder your ability to excel in the job
  - I.e. Saying that you “have trouble getting up in the morning and getting to work on time” would send a major red flag to the interviewer
- Pick a weakness that does not directly relate to the skills asked for in the job description
- Pick a weakness that is relatively minor and fixable
  - For example, “I get nervous speaking in front of large groups” is something that can be improved with practice. “I am very shy and often have trouble speaking up in meetings” suggests a personal trait that would be very hard to change
- Mention the weakness briefly, then address what you have done or are doing to improve
  - For example: “I would say that public speaking is an area that I could work on. I’ll be the first one to present at a team meeting, but I get nervous when speaking in front of large groups. However, I’ve been taking a public speaking course in order to improve, and on the most recent presentation, I received one of the top grades in the class and my professor said she noted a huge improvement in my performance.”
- Try not to pick a standard answer that the interviewer has heard before, i.e. “I’m a perfectionist” or “I work too hard”

## Why do you want to work for our organization?

- Your answer needs to indicate that you’ve really thought about where you want to work and have done your research into the organization
- Come up with 2-3 reasons for why you want to work for the organization
- Read the organization’s mission statement and/or about page and mention why you agree with them or why this information makes you passionate about an internship here
- Think of reasons this job is a good match for your skills, strengths, experience and background. What can you bring to the organization?

## Why should we hire you?

- Highlight the top 3 or 4 best reasons to hire you
  - Make sure that you back them up with concrete examples instead of giving a laundry list of skills
- Think in terms of the skills you can offer and the value you can add
- Do a skill-matching exercise to compare the skills the organization needs with what you can offer
- Don’t reiterate everything on your resume – keep it to 1-2 minutes and focus on your most compelling points

- Think of what makes you unique compared to other applicants

## **What to do if you are given a question you didn't prepare for/don't know how to answer**

- Take your time – acknowledge that the question was asked and that you're thinking about it by saying something like "Hmm...that's a great question. Let me think about that." This gives you enough time to work through your first thought and keeps you from using filler words to avoid awkward silences.
- It's ok to detail your thought process out loud. Sometimes interviewers are trying to get a sense of how you work through problems.
- Try redirecting the question. For example, if you're asked about a skill that you don't have try to relate it to a similar skill you have experience with.
- If you are asked something that you simply don't know, such as about a definition or concept, no amount of stalling will be able to help you
  - Don't say that you "don't know" – instead, provide a more positive answer, in which you say you are not familiar with the concept, but are a quick learner, have been learning more about that subject, etc.
  - You could also detail the process of how you would handle not knowing something in the workplace, and the steps you would take to find the answer on your own

## **Other commonly asked interview questions:**

- Tell me about a time you had to deal with a problem at work and the steps you took to solve it.
- What is your biggest professional accomplishment?
- How does this internship fit in with the career path you envision for yourself?
- Tell me about a time you made a mistake.
- Give an example of a time that you went above and beyond the requirements for a project.
- How do you handle pressure?

# Preparing for Phone Interviews

- When scheduling the interview, make sure you know:
  - The time of the interview (keeping in mind the 3 hour time difference)
  - Who will be calling whom (we recommend that you call the interviewer)
  - The correct phone number to call
- Ahead of time, choose a quiet room where you receive good phone reception
  - Make a test call to a family member or friend to check that the reception is clear
- Be sure that your phone is fully charged
- Have your application and other relevant documents (job description, resume, cover letter, references, etc.) with you so that you can refer to them during the interview
- If interviewing at home, ask your roommates to not disturb you and to minimize distractions
- During the interview:
  - Be sure to smile! It makes a big difference in the tone of your voice and how confident you sound.
  - Standing up while talking has the best impact on the projection and tone of your voice. You can sit upright at a desk also, but don't lay down on your bed or sit on the couch.
  - Dressing up (at least a little) for the interview will help you feel more professional
  - Don't get distracted by anything else – focus only on the interviewer!
  - It can be a good idea a pen and paper with you to jot down notes of things you want to ask the interviewer later or important information that they provide you
- Prepare answers to the most common interview questions and have bullet point notes – these are only to jog your memory! Reading off a page will sound unnatural.

# Preparing for Skype Interviews

- Choose a room that is quiet and has a blank wall that can be used as a background
  - We can possibly reserve a meeting room for you if you have a Skype interview. Please email us if you would like to discuss this option.
- Make sure that your Skype username and profile picture are business appropriate
- Make a test call to a family member or friend to make sure the internet connection in the room is good
- If interviewing at home, ask your roommates not to disturb you and to minimize distractions
- During the interview:
  - Dress professionally, as if you were going to an in-person interview. Don't try to get away with the blazer on top, sweatpants on bottom look. You don't want to have to worry about the interviewer potentially seeing your casual bottoms, which would come across as unprofessional.
    - Keep in mind that darker colors look better on screen. Avoid overbearing patterns.
  - Sign in to Skype 10 minutes early and be prepared for the call. This is a good time to review any notes or your resume.
  - When interviewing, look at the camera and not the screen. This will make sure you keep direct eye contact with the interviewer
  - There can often be a delay in transmission. Wait a second or two before answering so that you ensure the interviewer is done speaking.
  - It can be a good idea to have a pen and paper in order to jot down notes of things you want to ask the interviewer later or important information they give you. Just be sure that you are only writing down a word or phrase to jog your memory, and are not frantically scribbling on your notepad. You want to maintain eye contact with the interviewer.

# What to Do if They Want to Talk Now

- Be prepared with a response if you receive a call from an interviewer asking if you are available to talk immediately
  - Handle the situation with enthusiasm, but buy yourself some time to prepare. It's reasonable to answer with something like, "I would very much like to speak with you about the internship position. May I call you back in 30 minutes? What number should I call?"
- Buying yourself some time will give some time to gather your notes, look over information about the company, and find a quiet place to conduct the interview

# What to Do When You Receive an Offer

Congratulations! Getting your first internship offer is a very exciting experience. Follow our steps in order to ensure that you respond to your offer in the appropriate manner:

## If You Want to Accept the Offer

- Fantastic! Be sure that this is the internship that you truly want, because you cannot change your mind after you accept
- Many times, organizations will offer you the position verbally over the phone. Accept the position over the phone, then follow up with a thank you email in which you restate that you accept their offer and confirm your start dates
- Ask the internship coordinator if there is anything you can do to prepare for your first day
- If you have any questions for the internship coordinator, such as about the dress code, this is a good place to ask
- See our email templates on page \_\_\_ if you need guidance on what to include in the email

## If You Need More Time

- If you have received an offer but are waiting to hear back from another internship, you can ask for more time to think about the offer
- When requesting extra time, first tell the internship coordinator that the opportunity sounds very interesting, and then ask “When would you need my final decision by?”
  - Don’t let the internship coordinator know that you are considering other offers
- The date the internship coordinator gives you is the date you must respond to them by
  - Don’t string the organization along. They are extremely busy and need to hire interns as soon as possible.
- If the date they request your response has arrived but you haven’t heard back from organizations you were waiting for, you still must tell the internship coordinator whether you accept their offer or not
- See our email templates on page \_\_\_ if you need guidance on what to include in the email

## If You Want to Reject the Offer

- Be extremely prompt with your response if you know you want to turn down the offer. You want to allow the organization enough time to hire other interns
- Thank the internship coordinator sincerely for their offer and tell them that you regrettably have to decline their offer
- You do not have to justify your reason for turning down the offer
- See our email templates on page \_\_\_ if you need guidance on what to include

# *Step 04*

## Professionalism



### Dress for Success

First impressions count! Being able to maintain a professional appearance presents the image of being able to perform adequately on the job. Thus, it's always better to be overdressed than underdressed. No matter what the dress code, there are still some important guidelines to note.

#### **Help! What am I supposed to wear to work?**

Once you are hired, the employer will generally tell you what the office dress code will be. If they have not told you yet, this is something that you can inquire about with your supervisor or human resources

Generally, there are three dress codes that you may encounter in DC:

## **Casual**

- An organization that is not client facing may value the comfort of its employees and elect for a casual dress code
- However, not all casual dress is appropriate – clothes should be clean, free of tears, and wrinkles and should not show too much skin
- Anything that you would wear to a beach, club, to do yard work or to do exercise is not suitable

## **Business Casual**

- The most common dress code you are likely to find in Washington DC
- It can be very ambiguous and varies between organizations, so it is better to slightly overdress than underdress
- A business casual outfit generally consists of slacks or knee-length skirt, a collared shirt or a nice sweater, and dressier shoes (no sandals or sneakers)

## **Business Professional**

- Suit sets in dark colors with dress shoes

## **General Tips**

- Make sure that your clothes are always clean and free of wrinkles and tears, no matter the dress code
- On the first day, it is always better to overdress than underdress. You can always take off a tie or blazer, or roll up your sleeves if you see that the environment is more casual.
- Gauge the office environment before you wear items that are more casual, more fashionable, or more colorful.
- For the first week, dress more conservatively until you get a feel for what other people are wearing.
- Ensure that you are not showing too much skin. Do not wear anything too short, midriff baring, or anything very low cut, and make sure that your socks are tall enough to not show skin when you sit down.
- Make sure that your hair and nails are always neat and well-groomed. This includes facial hair. In some conservative industries, facial hair may not be appropriate. Ensure that dyed hair is still a natural color.
- Keep perfume/cologne to a minimum, or do not use it at all. Some people may have fragrance allergies.
- When picking out garments, make sure to hold it to the light. Some garments may be slightly transparent and therefore require the appropriate undergarments such as a slip or an undershirt.
- Be conservative with your jewelry/accessories. Make sure all bags, purses, and briefcases are professional in both color and style.
- Be conservative with makeup and nail polish. Stick to subdued and neutral colors.
- You are not expected to be able to afford the same quality of work attire as your supervisor. Second-hand shops and inexpensive clothing stores like Forever 21 offer professional style clothes on a budget. However, you must ensure that the clothes fit well and are in good condition. Aim to buy clothes with multiple uses and that can be worn in both business casual and more formal situations. Dark colors are the most versatile.

The chart on the next page breaks down what men and women can wear for each dress code.

Casual	Business Casual	Business Professional
<ul style="list-style-type: none"> <li>T-shirts may be fine(depending on the office), but logos should be work appropriate.</li> <li>Polos, blouses, button down shirts, cardigans and sweaters are good options.</li> <li>Jeans are acceptable, as long as they are dark in color, free of rips/frays/bedazzling, and are worn at the waist.</li> <li>Skirts/dresses should be knee length</li> <li>Clean, closed-toe shoes (dressier sneakers and sandals may be allowed in some offices, but gauge what your colleagues wear first)</li> </ul>	<ul style="list-style-type: none"> <li>Sport coats or blazers</li> <li>Button down shirts, blouses, nice sweaters or sweater sets. Note that polos may be considered too casual in certain offices</li> <li>Slacks or other dressier pants – no jeans. Khakis may be considered too casual in certain offices, so avoid them until you see what others are wearing</li> <li>Skirts/dresses should be knee length</li> <li>Tailored dresses in more conservative colors and patterns are appropriate</li> <li>Dress shoes – no white socks! Heels or flats with a closed toe.Avoid overly bright colors and patterns</li> <li>Ties are not required but it never hurts to be overdressed on the first day</li> </ul>	<ul style="list-style-type: none"> <li>Well-fitting suits in dark colors(black, navy, gray)</li> <li>Button down shirt or a nice blouse</li> <li>Tailored dresses in dark colors arealso appropriate</li> <li>When wearing a dress or skirt, hose may be required in more conservative industries</li> <li>Ties in conservative patterns and colors</li> <li>Dress shoes – no white socks! Heels or flats with a closed toe.Avoid overly bright colors, stilettos, and patterns</li> </ul>

# How to Succeed in Your Internship



Your first day and the following weeks don't have to be a nerve-wracking experience! Follow our easy steps to make a favorable and lasting impression at the office.

## Preparation [create a first day checklist!!]

- The night before, lay out what you want to wear and bring with you so that you are not rushed and panicked in the morning (use our checklist to make sure you have the necessities!)
  - Be sure that you know what the company dress code is
  - If the dress code is ambiguous, plan to be overdressed rather than underdressed. You can always take off a tie or change from a blazer into a cardigan once you arrive and see that the environment is more casual.
- If you have not had time to practice your route to your internship, be sure you leave yourself ample time to get there in case you get lost
- Be sure to get enough sleep! You want to be awake, alert, and ready to work on your first day

## On the First Day

- Arriving early (about 10-15 minutes) makes a very good impression on your supervisor
- Be kind and polite to everyone you meet, including the maintenance staff. You don't know what will get back to your supervisor
- When meeting people, be sure to offer your name and a confident handshake. Make a strong effort to commit each person's name and their position to memory.

- If you do forget someone's name, simply apologize and ask for it again. It happens to everyone!
- Don't be afraid to ask questions! It's expected that you won't know how everything works at the organization yet
  - Any minor questions can be directed to your coworkers. Take questions that they cannot answer to your supervisor. It is a good idea to take notes so that you can refer to these first before asking future questions
  - Be sure that you fully understand your daily duties and responsibilities
- Come with a positive attitude and be willing to learn as much as possible
- Don't be the first to leave. Finishing what you are working on first will show that you are dedicated to the job

## The First Weeks and Beyond

- Take the initiative and ask for more work instead of waiting for another assignment to be given to you, or offer to assist other employees with their projects. This will show that you are dedicated and are a team player.
- Use calendars and to-do lists to stay on top of all of your projects and deadlines
- Emergencies and illnesses do understandably occur, but try to make it to work every single day.
  - Don't call in sick in order to do personal activities, such as sightseeing
- Take advantage of company activities! This is a great way to integrate into the organization and get to know your coworkers
  - If you are 21 and are invited to drinks with your coworkers, keep it to one drink. You still want to appear neat and professional
- Reserve personal activities , like checking social media or texting, for when you get off of work
- Avoid taking part in office gossip. It is very unprofessional and does not reflect positively on you
- Most importantly, be confident! You were hired for a reason, so your employer has confidence in the skills you can offer and the experience you bring

# **Networking**

The word “networking” tends to make people slightly nervous whenever they hear it, but have no fear! We will break down the networking process for you and help make it less nerve-wracking. Networking is a necessary activity in the professional world, and Washington D.C. is a great place to begin!

## **What is Networking?**

Networking is the process of developing reciprocal relationships with others who can support you in your internship or job search. It is a great opportunity to gather information about the various careers and industries that you are interested in. The people you meet will be able to talk to you about the skills necessary to succeed in each field, and can provide advice to you on how to break into an industry. This can be helpful for clarifying your career interests, and may help you learn of job openings in your desired career.

## **Where Can I Network?**

Almost anywhere! You should certainly work on establishing lasting professional relationships with your bosses and colleagues. Especially if they are in an industry you hope to work in after you graduate, the people in your office can be an invaluable resource of information and contacts.

There are also professional networking events that you can attend. In these situations, you must be prepared give a short elevator pitch about yourself and focus on starting meaningful conversations with people. You want to come dressed professionally and have a small case of business cards to give to those you speak with.

You also never know where you may run into contacts that you have made. People have run into their contacts at a restaurant on Saturday night, at the grocery store, and even at a bar. Although D.C. seems like a large city, you will be surprised at how often you run into people you know. Thus, it's important to always be aware of your behavior and actions.

## **Okay, So How Does This Networking Thing Work?**

Get out there! You won't make any contacts if you don't put yourself out there and meet people. Start by developing meaningful professional relationships. You do this like any other relationship – sit down and get to know the person. Know who they are, what they do, and what their interests outside of work are, and ensure that they know the same about you. Before you ask this person for any sort of favor, they have to trust in your professional capabilities.

Don't be afraid to meet people outside your direct area of interest. They may be able to point you in directions you had never before considered, and can be helpful in connecting you with people you would never otherwise meet.

Be sure to maintain your contacts by keeping in touch consistently. If someone helps you, always be sure to personally thank them. Before asking for a favor, be sure to ask if there is anything you can do for them.

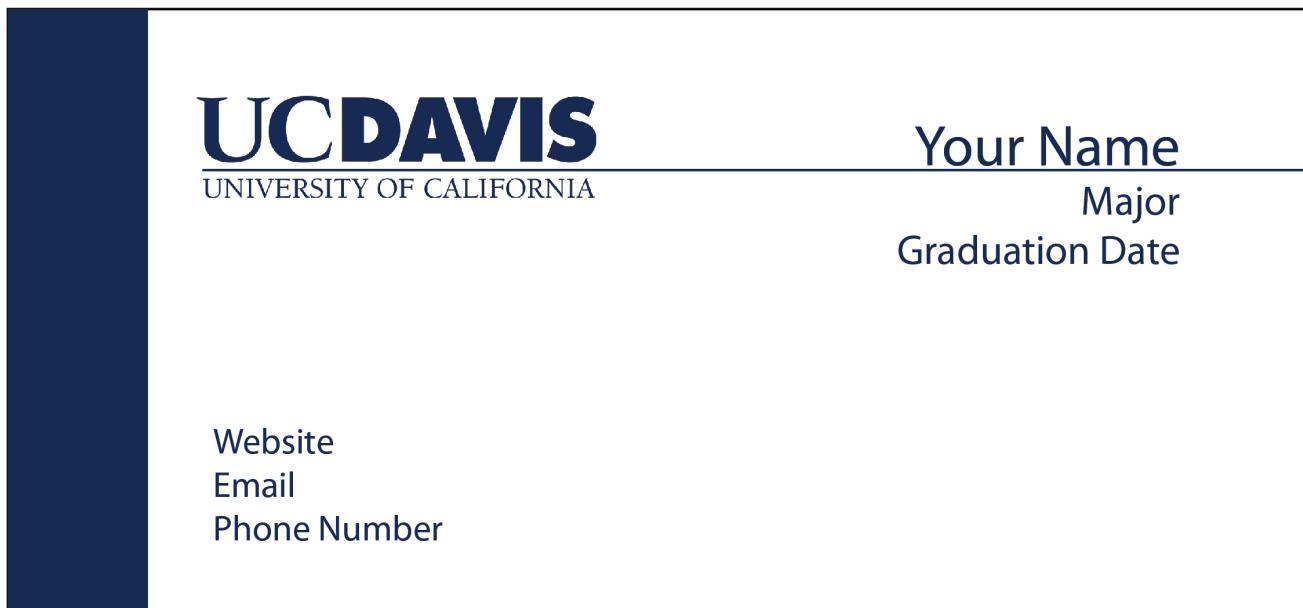
Above all, just practice, practice, practice! The more you engage in networking, the more naturally it will come. Especially if you are shy, it's very important to work on making connections with people as much as possible.

## Business Cards

When you're engaged in networking, it's important to have business cards with your contact information on them in order to hand them out to people you meet. You never know who you'll meet out and about, so always be sure to keep some with you!

### Tips:

- Make sure that the design is clean and professional
- Suggested websites to use: Vista Print, Minted and Tiny Print
- Be realistic about the number of cards you will need. Printing only a small number of cards will save you money
- What to include on your card:
  - Name
  - Email and phone number (be sure your email address and voicemail are professional)
  - School and major/minor
  - Expected graduation year



# Help With Professional Correspondence

Each topic below will guide you on what to include in various types of professional correspondence. If you need extra help, please see the templates on our website in “Step-by-Step Guide for Securing an Internship” under “Accepted Students.” However, these templates are only meant to serve as a guideline and are not to be copied and pasted into an email. Writing your own emails will make you sound more natural and genuine, and will thus make you a more appealing candidate.

## Email asking about internship availability

- Address the internship coordinator by name if possible
- Start by introducing yourself – give your school and major
- Tell them that you will be in DC with the Washington Program in <Quarter Year> and are interested in interning with them
- Write a sentence or two expressing why you want to work for them specifically
- Tell them the specific dates that you will be in DC and ask whether they offer an internship during this time, and if so, how to apply
- Thank them for their time

## Application submission email

- If the internship posting does not tell you specifically what to use as your email subject line, use this format: “Application for [specific quarter and year] [internship position] at [XYZ company]”
- Address internship coordinator by name if possible
- Briefly introduce yourself and restate what internship you are applying for
- List all of the applicable application materials you have attached to your email
- Thank them for their time and consideration, and say that you look forward to hearing from them

## Research inquiry email

- Here, you will essentially be writing your cover letter in the body of your email. Researchers are very busy people so you want to express right away why you want to work with them
- Explain who you are and that you will be in Washington D.C. with the program
- Be sure to reference work of theirs that you find interesting. A little bit of flattery goes a long way!
- Convince them of the skills that you are able to offer them, especially previous research experience
- Be sure to really emphasize why you want to work with this person in particular
- Keep the email relatively concise

## Follow up email

- Address the internship coordinator by name if possible
- Give your name and school
- Tell them the date you submitted your application to their office and if there are several internships being offered, specify which internship you applied for

- Tell them you are writing to verify the receipt of your application materials
- Ask if it is possible to learn when they expect to start reviewing applications and selecting their interns
- Thank them for their time

## Email accepting an offer

- Address internship coordinator by name
- Thank them for the exciting opportunity and tell them you are happy to accept their offer and look forward to working with them
- Tell them the date you will arrive in DC and the date that you will be able to start working
- Ask any questions you may have (dress code, transportation, etc.)
- Tell them to let you know if there is any paperwork or information they will need prior to your arrival
- Thank them again

## Email turning down an offer

- Address the internship coordinator by name
- Thank them for considering your application and for offering you an internship with their organization
- Tell them that you regrettably must decline their offer

## Email apology for missing interview

- Address interviewer/s by name
- Ask them to please accept your apology for missing the interview with XYZ organization on <Date Time>. Tell them that you experienced an unforeseen emergency that prevented you from being able to attend the interview
- Reassert that their company offers an invaluable opportunity and you appreciate any consideration they could give you in rescheduling your interview
- Write 2-3 sentences reasserting why you would be a good fit for the internship position
- Thank them for their understanding and saying that you hope you will be able to speak with them in the near future to discuss your qualifications for the position

## Thank you email after interview

- Address the interviewer/s by name
- Thank them for the interview and for discussing the position for you
- Express your interest in the position once again and reassert that you believe your qualifications are a good match for the position – write 2-3 sentences explain why
- If the interviewer mentions a specific skill that is very important for this position (i.e. people skills, etc.), give a brief example that shows you have these skills
- If they ask you for additional documents (i.e. list of references) this is the place to include them, and mention that you have attached them to your email
- Thank them for their time and consideration and say that you hope to hear from them soon

## **Networking email**

- Address the person by name
- Write a sentence or two about how you received their contact information and why you are contacting them specifically (i.e. “Dr. John Schmidt, a professor of economics at UC Davis, suggested I contact you. He thought that as an alumna you would be in an excellent position to assist me with gathering career information.”)
- Discuss what you are studying and what type of career paths that you are interested in, and tell them that you would appreciate their advice about these fields and that you would be interested to learn what they do on a daily basis at their job
- Ask if there would be a convenient time to meet them to discuss your questions
- Thank them for considering your request

# *Step 04*

## Life in DC



## **Transportation**

There are many ways to get to and from your internship! Our interns walk, take the metro, ride the bus, or even go by bicycle! Check out our resources below to help you figure out the best way for you to travel.

### **Walking**

Remember, the UC Washington Center is in the heart of the city! Map out the distance from the center to your internship to see if it is walkable. Often, things are closer than they seem in the city!

## **Metro**

There are three metro stations that are approximately equidistant to the UC Washington Center: Dupont Circle, Farragut North, and Farragut West. Different metro lines run through each station.

You can purchase single-trip fare cards, or if you will be using the metro frequently, it is recommended to purchase a SmarTrip card. This card is a permanent, plastic, rechargeable fare card that can hold up to a \$300 value. Using this card provides the potential to receive discounts on fares, and can be registered online to recover the card's value if it is lost or stolen.

Use this website to plan your route to work: <http://www.wmata.com/>

Fares vary by distance traveled and time of day. Check the website above for the most up-to-date information. SmarTrip cards can be refilled or single-trip fare cards purchased at every station.

## **Bus**

The bus is another great option for getting around the city. Use this website to find your nearest bus stop and to plan your commute: <http://www.wmata.com/>.

Fares vary depending on route and whether you use a SmarTrip card (fares are discounted when you use the card). You can use cash, but you must have the exact fare because most drivers will not carry change.

Be aware that many lines have different weekday vs. weekend hours or destinations. Refer to the website above to find the most up-to-date information.

## **Capital Bikeshare**

If you want to get a little more exercise on your commute, biking is a great option! You can rent a bike from any of the 350 stations across the city and return it to any station near your destination.

Sign up online at: <http://www.capitalbikeshare.com/home>

Pay a fee to use the service for 30 days. The first 30 minutes of your ride are free, and any extra time incurs a small additional fee.

# Washington DC Events

Now that you're in DC, it's time to make the most of it! Besides all of the requisite museum and monument trips, take out some time to enjoy Washington DC's annual events. Check out our handy calendar below to see what fun annual events are offered in each quarter. These websites are great resources to find out about events in DC:

<http://eventsdc.com/>

<https://www.washingtonpost.com/goingoutguide/>

<https://www.eventbrite.com/d/dc--washington/events/>

<http://washington.org/>

Fall Quarter	Winter Quarter
<ul style="list-style-type: none"><li><b>WalkingTown DC (September)</b><ul style="list-style-type: none"><li>This popular annual event introduces people to the art, history, and culture of DC through a series of tours led by historians, licensed tour guides, community members, and docents.</li></ul></li><li><b>DC Shorts Film Festival (September)</b><ul style="list-style-type: none"><li>Spotlights independent short films with screenings and discussions with the filmmakers who created them.</li></ul></li><li><b>The Marine Corps Marathon (October)</b><ul style="list-style-type: none"><li>Military and civilian runners are welcome to this 26.2 mile race taking runners past DC's most iconic landmarks. Not a runner? Spectators are always encouraged!</li></ul></li><li><b>Fotoweek DC (November)</b><ul style="list-style-type: none"><li>Citywide celebration featuring 150+ exhibitions, programs, and events highlighting world-class photography.</li></ul></li><li><b>National Christmas Tree Lighting (December)</b><ul style="list-style-type: none"><li>Join the President and the First Family for this annual event! Free tickets are distributed via an online lottery.</li></ul></li><li><b>Downtown Holiday Market (December)</b><ul style="list-style-type: none"><li>More than 175 regional artisans, crafters and boutique businesses sell their wares at this festival holiday shopping "village"</li></ul></li></ul>	<ul style="list-style-type: none"><li><b>Chinese New Year Parade (January/February)</b><ul style="list-style-type: none"><li>The parade is held in Chinatown on H Street, NW, between 6th and 7th Streets. The event features the traditional Chinese Dragon Dance, Kung Fu demonstrations, and live musical entertainment.</li></ul></li><li><b>Clarendon Mardi Gras Parade (February)</b><ul style="list-style-type: none"><li>Held in Arlington, VA. The parade included local community groups, horses, dogs, fire trucks, color masks, and plenty of Mardi Gras beads! Enjoy New Orleans-style food and contests as well.</li></ul></li><li><b>Cupid's Undie Run (February)</b><ul style="list-style-type: none"><li>In this unique charitable event, participants run a 1.75 mile lap in front of the US Capitol Building in their Valentine's themed undies to raise money for the Children's Tumor Foundation. Join the run or cheer runners on as a spectator!</li></ul></li><li><b>Saint Patrick's Day Parade (March)</b><ul style="list-style-type: none"><li>In this parade, all things Irish come to the capital! Stop by for bagpipe bands, police and fire departments, Irish step dancers, music, culture, and fun!</li></ul></li><li><b>National Cherry Blossom Festival (March/April)</b><ul style="list-style-type: none"><li>The festival, full of events that honor both the American and Japanese cultures, represents a close bond forged between the US and Japan that began with Tokyo Mayor Yukio Ozaki's gift of the trees back in 1912.</li></ul></li></ul>

Spring Quarter	Summer Quarter
<ul style="list-style-type: none"> <li>• <b>National Cherry Blossom Festival (March/April)</b> <ul style="list-style-type: none"> <li>• Cherry blossom festivities from March spill over into mid-April!</li> </ul> </li> <li>• <b>International Pillow Fight Day (April 2)</b> <ul style="list-style-type: none"> <li>• On this day, massive pillow fights break out in cities around the world. The one in DC takes place on the grounds of the Washington Memorial on the National Mall. Bring a pillow and your friends!</li> </ul> </li> <li>• <b>Passport DC (May)</b> <ul style="list-style-type: none"> <li>• Throughout the month of May, DC celebrates international culture. With more than 50 embassy open houses, visitors can travel around the world without ever leaving the Beltway. Participants have the opportunity to tour select embassies and learn about the culture and customs of countries from around the world. Additional highlights include the Dragon Boat Festival.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <b>National Capital BBQ Battle (June)</b> <ul style="list-style-type: none"> <li>• Held along Pennsylvania Avenue, the contest features a cook-off, great barbecue restaurants from around the country, cooking demonstrations, and free samples!</li> </ul> </li> <li>• <b>Smithsonian Folklife Festival (June/July)</b> <ul style="list-style-type: none"> <li>• This festival held on the National Mall features several different countries and topics of focus each year. Held over several weekends, it typically overlaps with the Fourth of July and provides opportunities for fun while waiting for the evening fireworks.</li> </ul> </li> <li>• <b>Independence Day Festivities (July)</b> <ul style="list-style-type: none"> <li>• Ring in the 4th of July by watching the National Independence Day Parade travel down Constitution Avenue, watching the fireworks display on the National Mall, and by attending the patriotic “A Capitol Fourth” concert on the West Lawn of the US Capitol Building.</li> </ul> </li> <li>• <b>Capital Fringe Festival (July)</b> <ul style="list-style-type: none"> <li>• This festival creates a city with non-stop theatre, dance, music, visual art, and everything in between! Art takes over neighborhoods and animating all sorts of places, from traditional theatres to vacant store fronts.</li> </ul> </li> <li>• <b>Capital Dragon Boat Regatta (August)</b> <ul style="list-style-type: none"> <li>• This one day event features premier and festival racing in multiple race distances and is great fun for participants and spectators alike!</li> </ul> </li> </ul>