



# EMPLOYER GUIDE TO **WORK-BASED LEARNING**

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How to facilitate successful internship programs, apprenticeships, classroom partnerships & more.

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## A STRATEGIC RETURN ON INVESTMENT.

For Louisville to outpace the growth of its peer cities, we must ensure we have solid pipelines in place to strategically attract and retain top talent. Quality work-based learning programs provide a unique, immersive opportunity to grow talent pools in our region starting at a young age. This guide offers a series of best practices and tools to facilitate successful internship programs, apprenticeships, classroom partnerships, and more, in both in-person and virtual settings. Think of your program(s) as an introduction not only to your organization but to the Greater Louisville region.

## TYPES OF WORK-BASED LEARNING PROGRAMS

### INTERNSHIP

An internship is a professional learning experience that offers meaningful, practical work related to a student's field of study or career interest. Internships are facilitated by an employer, often in collaboration with a higher education institution.

#### BENEFITS

- Internships allow students to build relevant experience necessary to be prepared for their career, and, help to grow the span of desirable and qualified job candidates.
- College internships draw talent to the Greater Louisville region from top universities.
- Offering your employees the opportunity to manage interns will prepare them for leadership roles in the future.

### APPRENTICESHIP

A modern apprenticeship is a program that combines on-the-job training and classroom instruction under the supervision of an experienced industry professional. Businesses of all sizes engage modern apprentices in a variety of industry and job sectors. As of Summer 2022, over 250 modern apprenticeship programs are currently registered in Kentucky, with over 3,500 apprentices across a broad range of industries.

To get started, in developing a program at your company, reach out to an [Apprenticeship Program Coordinator](#) with the Kentucky Education Cabinet to assist you in the process.

#### BENEFITS

- Apprenticeships offer a proven strategy for recruiting, training, and retaining employees, which creates an easier process to fill your pipeline with highly-skilled, diverse, and productive workers.
- After completing a [Registered Apprenticeship program](#), graduates receive a nationally-recognized industry credential, and the employer gains a well-qualified worker with knowledge specific to their industry.



To inquire about apprenticeship programs, contact the Kentucky Education & Workforce Development Cabinet by phone at 502-564-0372 or on their website:



# WHY OFFER WORK-BASED LEARNING?

## JOB SHADOWING

Job shadowing is a practical way for high school or college-aged students to learn about a particular job with its daily functions and working environment. Shadowing experiences can last anywhere from a short meeting to multiple days. This opportunity provides essential time for the student to ask questions about the job, gain new skills, and make a great impression which can help them secure a job in the future.

### BENEFITS

- Students are more prepared going into a particular career, knowing the hard and soft skills needed for the job, and how demanding, exciting, or stressful the job can be.
- Other than students, this can be an opportunity for new team members to observe a variety of roles within your organization to see if they're a good fit, and to show them opportunities for advancement.

## CLASSROOM PARTNERSHIPS

The Academies of Louisville and the Academies of Greater Clark County have developed work-based learning programming inside the classroom. Employers can connect with schools to build real-world projects that relate to your business needs and the curriculum being taught inside the school. Partnerships between employers and educators help ensure our future workforce is gaining the skills, aptitudes and education necessary to succeed in a career in that industry and helps employers establish talent pipelines.

### BENEFITS

- By connecting with the newest members of the workforce, you are building your talent pipeline and your future customers.
- Results have shown that schools experience increased graduation rates and academic achievement, and that students graduate with increased earning potential.
- An increased number of students graduate with improved preparation for college, careers, and life with the potential to earn industry certifications and college credits.

## IF YOUR ORGANIZATION IS INTERESTED IN BECOMING A WORKFORCE PARTNER WITH THE ACADEMIES OF LOUISVILLE....

Partnerships can take many forms and generally involve attending two Advisory Board meetings per year and coordinating two or more activities with a school. These activities could include guest speaking in a classroom, hosting a field trip or job shadow, or, working with a teacher to develop a lesson plan, among other methods.

For more information, contact Kristin Wingfeld, Coordinator of School Business Partnerships, JCPS:  
[kristin.wingfeld@jefferson.kyschools.us](mailto:kristin.wingfeld@jefferson.kyschools.us)



**THE ACADEMIES  
OF LOUISVILLE**

# BEST PRACTICES

The goal of higher education is to competently prepare students to achieve success in their future, whether their post-graduation plans include college, apprenticeship, or career. Plus, students aren't the only ones who benefit from the experience of work-based learning; employers will also encounter a number of unique advantages when they open their doors to soon-to-be graduates. Here are some tips to ensure success with your programs:

## RECRUITMENT

### Know your audience.

As you strategize recruitment methods, think like your target candidate. When in doubt, ask a student for their opinion!

### Communicate regularly and authentically.

Generations coming into the workforce value face-to-face communication and building relationships. Stay connected and include a personal touch.

### Get social and embrace technology.

Meet your potential candidates where they are: take advantage of social media to promote opportunities with Instagram, YouTube, TikTok, or Snapchat that will yield a broader and more diverse reach. Younger generations are much more likely to apply via smartphone. Is your site mobile-friendly?

### Maintain a marketing mindset.

Consider utilizing images and videos to capture the culture of your company and spotlight your job opportunities in a more engaging way.

## MANAGEMENT

### Be clear about expectations.

Ensure that your employees understand company norms, especially as they relate to deadlines and office protocol.

### Create a thoughtful experience.

Who and what do your employees need to know to be successful? Don't take the basics for granted; show them the workplace and be sure they feel at home.

### Provide opportunities for feedback.

Interns will benefit by knowing when they are doing a job well. If they're not meeting expectations, provide clear direction to help them reach their full potential.

### Understand strengths and weaknesses.

Consider utilizing a tool such as the [Predictive Index](#) or the [Clifton StrengthsFinder](#) to help your employees identify their unique skills, strengths and weaknesses. Then, find opportunities for them to grow these skills in their role.

## HOW ATTRACTIVE IS YOUR JOB DESCRIPTION?

Grab their attention — FAST! It takes nine seconds to grab a job seeker's attention. Keep it simple and use action verbs to describe the role. Would you be excited to apply?



- **Tell them what you do and showcase the aspects that set you apart.**
- **Make sure to give an overview of your company and why the work you do is meaningful and important.**
- **What's in it for them? Focus on talent development and how interns can grow their career.**
- **Highlight the skills interns will be learning.**
- **Think about how the position will help them develop their resume and become standout job applicants in the future.**

# BEST PRACTICES

Just as students gain the benefits of the mentoring, teaching, and guiding from their company, employers can also learn from their employees. An inclusive and supportive employee culture is crucial to creating an environment that supports growth and success. During the course of an employee's journey with your company, be sure to provide skills and growth check-ins and create systems to measure their progress.



## EMPLOYEE CULTURE

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### **Provide incentives & recognition.**

Think about how you can do this for both the student and their manager. Create a culture where investing in the individual creates a shared value. Consider an "Intern of the Month" program (or similar) to celebrate the achievements of your employees throughout their time.

### **Be flexible.**

Innovate your workspaces and consider how to adapt to preferences of younger generations. Offer both private and open work environments and consider flex hours if possible. Also, if you are hiring multiple people, on-board them in groups to build a sense of community.

### **Create a perks package.**

Is your company fun and exciting? Interns can provide an opportunity to evaluate and reset your company culture. What perks would make coming to work more exciting or help productivity? Maybe it's something unique like Free Food Fridays! Work with your colleagues to develop ideas that work for your company.

## **AND, MOST IMPORTANTLY...STAY CONNECTED!**

Remember that these individuals are our workforce of tomorrow. Students approaching graduation don't take work-based learning opportunities purely for the resume-boosting potential; they know that the benefits of these experiences will likely carry throughout their career. If you had an excellent employee, stay in touch and consider them for open opportunities at your company. If your employee had a great experience, consider asking for a referral on an online employer review site or a testimonial to promote your program.

# BEST PRACTICES

## JOB RESPONSIBILITIES

### **Assign engaging job responsibilities.**

Think about what your employee is doing through the lens of what skills they are gaining. Develop content about the skills they will learn and include this info in your job posting. See [page 15](#) for examples.

### **Embed opportunities to develop soft skills.**

Employers have been very vocal that candidates often lack soft skills. Design opportunities for WBL employees to work collaboratively, learn office norms, engage with customers, manage their time effectively, and advocate for themselves.

### **Design a well-thought-out capstone project.**

What can WBL employees say they achieved during their time at your company? Work with your teams to develop a project around a real challenge in your industry.

### **Offer a chance to showcase their work.**

Consider how interns can demonstrate their achievements to the company. Give them an opportunity to present their work to the leadership team during a portfolio review or Lunch & Learn presentation.



**34% of Gen Z recognizes that soft skills are more important than ever before.**

**- LINKEDIN**

## WHO SHOULD YOU HIRE?

Today's students are eager for pathways to college, apprenticeship, or career. Students are seeking opportunities where they can start to work in full or part-time, immersive roles, where they are earning a paycheck while gaining experience and potentially pursuing higher education. Here's a perspective from hiring talent at various levels of their education.



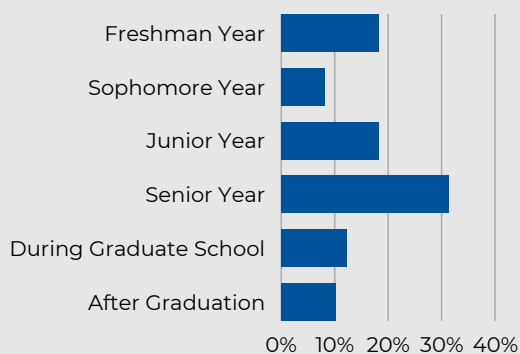
### HIGH SCHOOL STUDENTS

To effectively recruit talented young people, companies must engage with students at the high-school level. Local high schools have innovated dramatically in recent years by offering an extensive focus on industry-based skills and competencies. The [JCPS Academies of Louisville](#) and [The Academies of Greater Clark County](#), for example, offer a variety of pathways in high-demand careers such as automation engineering, computer science, patient care, e-Commerce, and construction. Students take year-round courses and complete work-based learning programs to help build skills and expertise; many earn in-demand certifications to graduate both college and career-ready.

### COLLEGE & UNIVERSITY STUDENTS

Companies must offer quality experiences at all junctures of post-secondary careers and begin recruitment early. A student's first impression of the company is just as important as your first impression of them! In 2019, *Yello* revealed that 44% of college undergraduates start their job search before their senior year. *Yello's* study also stresses the importance of face-to-face interactions. Gen Z is more likely to hold out for an offer from their first-choice company or organization.

#### WHEN GEN-Z STARTS THE JOB SEARCH



Source: Yello.com



Setting goals and assessing progress throughout an employee's time with your organization is another crucial step toward their professional development. These are important steps to take to provide an individualized, beneficial experience so you can continue to learn and improve your programs and employee experiences.

## THINKING OUTSIDE THE BOX

### **Offer micro-internships.**

Creating 2-4 week experiences will allow for more students to participate in internships that require a shorter time commitment.

### **Set realistic expectations for virtual work.**

Develop guidelines to explain what virtual work culture looks like so that the expectations are clear to interns.

### **Commit to project-based learning opportunities.**

Consider which projects are feasible in a remote environment. Provide clear instructions and give employees training on and access to project management tools. Check in regularly to ensure they feel supported on their tasks.

### **Develop a program syllabus.**

Most students are used to using a syllabus to see what they will be learning. By developing a syllabus for the work-based learning program that builds on skills learned week over week, students will understand how they can grow with their role and will have a better understanding of what they will be doing.

### **Allow multiple departments to provide projects.**

Employees will maximize their knowledge of your company and build a more holistic and comprehensive picture of your industry if they are able to engage in a variety of interdepartmental projects.



# RECRUITMENT & ENGAGEMENT

According to *Forbes*, "The world witnessed a historic shift in the 2020 job market due to the Covid-19 pandemic. While some companies used to offer the ability to work from home as a perk, it has now become the norm for most businesses. By 2025, an estimated 70% of the workforce will be working remotely at least five days a month."



## METHODS & STRATEGIES FOR VIRTUAL RECRUITMENT

### **Connect with education providers.**

Look at your job description and brainstorm what programs offered by area higher education institutions relate to your scope of work. Build relationships with these programs and engage in their curriculum development. [GLI can assist you with creating these connections!](#)

### **Participate in online career fairs for greater reach.**

Connect with schools and career centers to promote your internships, apprenticeships, and co-op programs virtually in areas outside of our region.

### **Branch out of the region to bring talent in.**

Consider recruiting outside of the region with an opportunity to visit your physical location (if applicable). Offering opportunities to out-of-region talent showcases the value of living in the Greater Louisville area.

## OPTIMIZE VIRTUAL ENGAGEMENT

### **Make the onboarding process interactive.**

Onboarding can be tough in a virtual setting. Offering testimonial or tutorial videos from your staff, virtual tours, and hands-on learning activities can help alleviate disconnection during the onboarding process. Also, providing a digital welcome packet with information about the company, points of contacts, and scope of the role sets the stage for the incoming employee.

### **Provide connection opportunities with leadership and fellow interns.**

Connecting with WBL employees on a regular basis will help managers and supervisors better assess needs, foster effective communication, and help both parties to feel more connected. In addition, offering a communication platform for employees to share challenges, successes, and build relationships with each other will help to create stronger connections.

### **Create a mentor/buddy program.**

Establishing a meaningful mentoring system will help to engage employees and create relationships in either an in-person or virtual setting, especially with someone in leadership outside of the employee's main department.

# COMMUNITY PARTNERS

As a region, we are incredibly fortunate to have a robust ecosystem of strong community organizations that support the success of our youth in a variety of ways. Click on each organization's logo to be taken to their website.

## GREATER LOUISVILLE INC. (GLI) + LIVE IN LOU

Connect with diverse talent pipelines, tap into industry-specific resources, and utilize talent development experts to build your program from scratch, or scale existing opportunities.

In addition, Live in Lou is the region's guide to all things Louisville, including resources to help you live, work, and play. Live in Lou also hosts the largest local-only job board; visit [liveinlou.com/jobs](http://liveinlou.com/jobs) to post your internship, apprenticeship, or any other open job opportunities at your company.



## ALIGN SOUTHERN INDIANA

Their mission is to actively facilitate a shared regional process that aligns resources, addresses needs and produces sustainable solutions resulting in our region achieving its potential as a best place to live, work and play. Focusing on economic and talent development as well as education, Align SI strives to support the current and future talent needs of the regional workforce with the creation of high paying jobs, increased productivity and retention of talented graduates.



## BIT502

This is an apprenticeship-style training program where you'll study computer and information technologies (CIT) while working and learning on the job. It's a partnership between Jefferson Community & Technical College, Code Louisville and the Louisville Tech Alliance and is driven by employers.



## CAREER ACADEMY HIGH SCHOOLS

Build talent pipelines and explore work-based learning opportunities at local high schools offering intensive coursework in the region's top industries.



## EVOLVE502

Evolve502 works to help thousands of students in the JCPS school system pursue the dream of a postsecondary education, ensuring that they are prepared for college, career, and a successful, productive life. This organization strives to remove the persistent barriers to college education by providing scholarships and grants, coordinate wrap-around services, and facilitate systems change.



# COMMUNITY PARTNERS

## HANDSHAKE

This website provides a resource for you to be proactive with your candidate outreach; highlight your unique culture, and customize the way different students view and interact with your brand. You can connect Handshake with top applicant tracking systems like Greenhouse, iCIMS, and Workday. Track activity—from sourcing to engagement to hire.



<https://app.joinhandshake.com/>

## LOUISVILLE FUTURE OF WORK INITIATIVE

The Future of Work Initiative is using a lean start-up methodology to build a sustainable data economy ecosystem. As the relevance of technology continues to increase in businesses, the expectation of employees to know technologies will as well. Cultivating a community that is technologically advanced helps further grow the local economy for both businesses and individuals.



[www.futurelou.com](http://www.futurelou.com)

## LSHRM

Louisville Society of Human Resource Management (LSHRM) is committed to excellence in the practice of human resource management and is Kentucky's largest professional human resources organization with more than 600 members.



[www.lshrm.org](http://www.lshrm.org)

## KENTUCKIANAWORKS + KENTUCKY CAREER CENTERS

KentuckianaWorks, the Workforce Development Board for the Louisville region, oversees a variety of workforce programs for youth and adults including SummerWorks, Code Louisville, Kentuckiana Builds, and the local Kentucky Career Centers.

Kentucky Career Centers provide resources for job seekers such as WorkKeys/National Career Readiness Certificates; Foreign Labor Certifications; Veterans Employment Program; Jobs Bank; Federal Contractor Job Listings, and more.



[www.kentuckianaworks.org](http://www.kentuckianaworks.org)



[www.kcc.ky.gov](http://www.kcc.ky.gov)

## KENTUCKY EDUCATION & WORKFORCE DEVELOPMENT CABINET

Providing the opportunity for transformational change is the mission of Kentucky's Education and Workforce Development Cabinet. They offer assistance in creating registered apprenticeship programs, exposure to career options at all age levels, and guidance on post-secondary education options.



[www.educationcabinet.ky.gov](http://www.educationcabinet.ky.gov)

# COMMUNITY PARTNERS

## LOCAL UNIVERSITIES & COLLEGES

The greater Louisville region is home to many educational institutions who are eager to provide opportunities for students. GLI and Live in Lou work closely with school and university systems and can make connections for you. Contact us to discuss talent needs and facilitate introductions.



**Bellarmino University | [Employer Information](#)**  
Contact: 502.272.7243 or [careerdev@bellarmine.edu](mailto:careerdev@bellarmine.edu)



**IU Southeast | [Employer Information](#)**  
Contact: Ericka Voyles, Internship Coordinator  
(812) 941-2561 or [elrunyon@iu.edu](mailto:elrunyon@iu.edu)



**Indiana Wesleyan University | [Employer Information](#)**  
Contact: (502) 261-5000 or [louisville.edcenter@indwes.edu](mailto:louisville.edcenter@indwes.edu)



**Ivy Tech Community College (Sellersburg, IN) | [Employer Information](#)**  
Contact: Kofi Darku, Executive Director, Career Coaching & Employer Connections, [odarku@ivytech.edu](mailto:odarku@ivytech.edu)



**Jefferson Community & Technical College | [Employer Information](#)**  
Contact: (502) 213-2480 or [jf-workforcesolutions@kctcs.edu](mailto:jf-workforcesolutions@kctcs.edu)



**Simmons College | [Employer Information](#)**  
Contact: (502)-776-1443 or [careerdevelopment@simmonscollegeky.edu](mailto:careerdevelopment@simmonscollegeky.edu)



**Spalding University | [Employer Information](#)**  
Contact: (502) 873-4158 or [careers@spalding.edu](mailto:careers@spalding.edu)



**Sullivan University | [Employer Information](#)**  
Contact: Sam A. Mannino, Senior Director of Career Services and Alumni Affairs (502) 413-8600 or [smannino@sullivan.edu](mailto:smannino@sullivan.edu)



**University of Louisville | [Employer Information](#)**  
Contact: (502) 852-6701 or [ulcareer@louisville.edu](mailto:ulcareer@louisville.edu)



# SUMMER WORKS

SummerWorks develops Louisville's young talent by helping prepare and connect youth to summer jobs, career opportunities, and supportive networks.

**VISIT [SUMMERWORKS.ORG](https://summerworks.org) TO LEARN MORE**



Post your open positions on greater louisville's  
Largest local job board.

**VISIT [LIVEINLOU.COM/JOBS](https://liveinlou.com/jobs) TO LEARN MORE**



an initiative of **[GLI]** GREATER LOUISVILLE INC.  
The Metro Chamber of Commerce

## INTERNAL NEEDS ASSESSMENT

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Utilize this form to streamline your company's process for departments to request interns. This simple form ensures that department supervisors have thought about how an intern's experience can be mutually beneficial, which will create an easier process to craft a detailed job posting and provided a better profile of an ideal candidate.

## SAMPLE JOB DESCRIPTIONS

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Visit [GreaterLouisville.com/Talent](https://GreaterLouisville.com/Talent) to explore templates for job descriptions, along with the samples below. Adapt and customize the templates to meet your company's needs. When creating your job description, be very descriptive but open-minded, so prospective candidates know what to expect and are excited at the chance to benefit and learn from your company.

If your position is not listed on our [LiveInLou Job Board](#) we are happy to offer a consultation to assist in creating a description.



## EVALUATIONS

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### EMPLOYER EVALUATION

Providing a formalized feedback process is a great benefit to students for their own professional development. Explicitly stating where they have grown and developed skills will assist in future job searches and in building resumes. Additionally, some colleges and universities may require this for class credit.

### EMPLOYEE EVALUATION

This document provides students with an opportunity to provide feedback on their experience. With students' permission, you can also utilize these reviews in marketing materials and job postings. A great review goes a long way in attracting future talent.

DATE OF REQUEST:

DEPARTMENT:

STAFF CONTACT:

PHONE:

To ensure the best fit, please provide a detailed description of your work expectations and the qualifications sought along with the duration period of the assignment. This will aid in the interview process and the initial Human Resources screening for each applicant. Each immediate supervisor is required to interview his or her potential intern. Also, while considering this position, remember the importance of providing opportunities for the intern's professional growth and skill development.

- How would you describe your department's responsibilities to an intern? (For example, Human Resources Department is responsible for recruiting, training, hiring, firing, etc.)
- What will be your intern's title? (For example, Human Resource Recruiting Intern)
- To whom will your intern report?
- What will be the primary projects or responsibilities of the intern you select?
- What other activities will the intern perform?
- List three measurable learning objectives specific to the position. (Ex. Intern will utilize social media channels to market events.)
- What are your desired skills or qualifications? (Include skills and attributes needed to perform the work and any items that might disqualify an applicant.)
- What are your desired start and end dates?
- What is the minimum number of hours per week the intern can work?
- Are specific hours or shifts required for your intern?
- Is there any other information you would like to provide?



### **Internship Focus: Customer Service & Entrepreneurship**

We are looking for dedicated, fearless individuals to serve our customers and learn about entrepreneurship. As a valued member of our team you will assist with service to our clients with:

- Personal styling, sales and building relationships
- Overseeing day-to-day store operations
- Event planning
- Social media, photography and working with models
- Shipping e-commerce orders and inventory management

You will be given a 12-week plan divided into 4-week plans with specific goals. Throughout your internship, you will have one-on-one meetings with the company owner to discuss your progress and future goals. In addition to the client-facing duties, you will have the opportunity to work with Brittany to develop your skills in leadership and entrepreneurship.

### **Job Requirements:**

- Excellent communication skills
- Ability to work independently
- A 'shopkeeper' mentality; willing to take personal ownership of the store
- A 'stylist' mentality, having a keen eye for fashionable details
- A growth mindset with eagerness to meet and exceed the 12-week goals
- Teamwork in organizing, planning and implementing store strategies
- Staying current with fashion and social trends
- A creative thinker and doer

**Compensation: \$(amount here)/hour, plus a store discount**

### **About (company name)**

We are a local clothing boutique made up of a small team of hard-working, creative and loving women. Our mission is to serve, inspire and style women who invest in themselves and wardrobes with chic, classy, and casual pieces. We believe in the idea that each of our customers deserves a little inspiration to bring out the best, joyous version of themselves. Our main point of sale is through our website, and we recently opened a storefront in 2022.

### **What's it like to work with us? Here's a testimonial from Brittney, Graphic Designer:**

*"Working with Noted was one of my best experiences. The owner was a kind and insightful person who produced good advice when needed and who genuinely cared about her workers. Also as a previous designer on the team, she was able to clearly convey what she needed for her brand, making it easy to produce work. Overall, Noted helped me further explore my niche as a graphic designer by letting me tackle new things, which I am very appreciative of."*

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### **Kentucky Department of Education Curriculum:**

*This pathway is designed to provide students an advanced level experience that will propel them into the 21st century business world as they serve in positions such as college interns, administrative assistants, graduate assistants, and office managers. Instruction includes areas of fundamental business procedures, human resource management, time management software, workstation management, travel planning, financial reporting, payroll, mail procedures, effective communication skills, and ethical decision-making skills.*

### **Internship Focus: Accounting with ABC Restaurant Group**

As an Accounting Intern you will help support over 600 ABC Restaurant Group locations. The Beer, Liquor and Wine Payables Team is looking for an enthusiastic intern to help support the team in a variety of ways. Below outlines the daily tasks and responsibilities that are shared within this area.

#### **Job Responsibilities:**

- Matching POs to invoices
- Process and review of manual check journals
- Process supplier invoices for timely payment
- Review statements and utilize vendor portal for invoice research and inquiries
- Utilize Vendor Portal for invoice research and inquiries
- Research items such as duplicate payments, invoice errors, outstanding supplier balances to resolution
- Create journal entries, accruals and reconciliations
- Communicate in both written and verbal formats with Stores, Support Center Departments and various external vendor partners
- Special assignments/projects as assigned

**Compensation:** \$(amount here)/hour

#### **Education Requirements:**

- Pursuing BS/BA in Accounting
- Prefer GPA of 3.0 or higher
- All class levels will be considered

#### **About (company name)**

ABC Restaurant Group was founded in 2022 with the mission of providing incredible food and unforgettable service. Our company is committed to providing equal employment opportunities to all employees and applicants for employment without regard to race, religion, color, age, gender, gender identity, disability, veteran status, sexual orientation, citizenship, national origin, or any other legally-protected status.

We are also proud of our open-door culture, where employees can raise concerns to anyone – from their immediate Manager to the Leadership Team. It's important that employees have a voice and can be heard. We don't want to just know what is going right, but we also want to address questions, concerns, and find out what we can do better. At ABC Restaurant Group, diversity, inclusion, and opportunity are a big part of our culture. We invite you to join us and share in our commitment to being one of the best employers in town.

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#### **Kentucky Department of Education Curriculum:**

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## DOCUMENT SAMPLES | EVALUATION (EMPLOYER)

DATE:

DEPARTMENT:

EMPLOYEE NAME:

SUPERVISOR NAME:

Please provide your candid evaluation of this student's performance or skill level in each of the following areas. This evaluation is not confidential and we encourage you to share it with the student. The student may also wish to use this evaluation form as a reference for future employment. Feel free to use the back of this sheet, additional pages, or even write a letter of support for the student for the student's use in seeking future employment.

**RATING SYSTEM:**            1 - Not at all/lacking            3 - Adequate/average            5 - Exceptional  
                                         2 - Limited/minimal            4 - Above average

### OBJECTIVES

What were the three main learning objectives you set for your intern and to what extent did they meet them?

OBJECTIVE 1: \_\_\_\_\_

OBJECTIVE 2: \_\_\_\_\_

RATING: 1   2   3   4   5

OBJECTIVE 3: \_\_\_\_\_

RATING: 1   2   3   4   5

### SKILLS ASSESSMENT

On a scale of 1 to 5 with the scale above, please evaluate the intern's performance in each of the following areas:

#### COMMUNICATION SKILLS

- \_\_\_ Demonstrates oral communication skills required for the job
- \_\_\_ Is willing to speak up, communicate information, and ask questions
- \_\_\_ Listens to feedback and works to improve

#### PROBLEM-SOLVING/DECISION-MAKING SKILLS

- \_\_\_ Analyzes situations and takes appropriate action
- \_\_\_ Offers creative solutions to problems
- \_\_\_ Collects and analyzes information relevant to a task and establishes a course of action within given timeframe

## DOCUMENT SAMPLES | EVALUATION (EMPLOYER)

DATE:

DEPARTMENT:

EMPLOYEE NAME:

SUPERVISOR NAME:

Please provide your candid evaluation of this student's performance or skill level in each of the following areas. This evaluation is not confidential and we encourage you to share it with the student. The student may also wish to use this evaluation form as a reference for future employment. Feel free to use the back of this sheet, additional pages, or even write a letter of support for the student for the student's use in seeking future employment.

**RATING SYSTEM:**            1 - Not at all/lacking            3 - Adequate/average            5 - Exceptional  
                                         2 - Limited/minimal            4 - Above average

### OBJECTIVES

What were the three main learning objectives you set for your intern and to what extent did they meet them?

OBJECTIVE 1: \_\_\_\_\_

OBJECTIVE 2: \_\_\_\_\_

RATING: 1   2   3   4   5

OBJECTIVE 3: \_\_\_\_\_

RATING: 1   2   3   4   5

### SKILLS ASSESSMENT

On a scale of 1 to 5 with the scale above, please evaluate the intern's performance in each of the following areas:

#### COMMUNICATION SKILLS

- \_\_\_ Demonstrates oral communication skills required for the job
- \_\_\_ Is willing to speak up, communicate information, and ask questions
- \_\_\_ Listens to feedback and works to improve

#### PROBLEM-SOLVING/DECISION-MAKING SKILLS

- \_\_\_ Analyzes situations and takes appropriate action
- \_\_\_ Offers creative solutions to problems
- \_\_\_ Collects and analyzes information relevant to a task and establishes a course of action within given timeframe

**SKILLS ASSESSMENT**

**TEAMWORK**

- \_\_\_ Establishes rapport and credibility among team members
- \_\_\_ Shares information and resources with others
- \_\_\_ Demonstrates willingness to put forth extra time and effort
- \_\_\_ Assumes appropriate leadership role(s)

**SELF-MANAGEMENT**

- \_\_\_ Produces high-quality, accurate work
- \_\_\_ Seeks new strategies when current approach is not effective
- \_\_\_ Displays good judgment and establishes priorities
- \_\_\_ Uses time efficiently
- \_\_\_ Demonstrates ethical behavior
- \_\_\_ Arrives on time and maintains agreed hours

**INITIATIVE**

- \_\_\_ Seeks opportunities to learn
- \_\_\_ Takes initiative to get a job done, even if not specifically told to do so
- \_\_\_ Acts decisively on critical issues
- \_\_\_ Overcomes obstacles and problems
- \_\_\_ Sets and communicates goals; follows-up with results

**TECHNICAL SKILLS**

- \_\_\_ Possesses the technical skills required for this position
- \_\_\_ Is willing to learn new skills and enhance existing technical skills
- \_\_\_ Uses appropriate technology for tasks
- \_\_\_ Uses technology to perform effectively

**OVERALL EVALUATION**

How would you assess the overall value this intern provided for your operation?

- Very valuable       Somewhat valuable       Limited/no value

How would you assess the intern's overall performance?

- Outstanding       Above average       Satisfactory       Unsatisfactory

Please list your interns top three strengths and include examples where they demonstrated these strengths: \_\_\_\_\_

Please list a few suggestions of areas for growth. \_\_\_\_\_

What would you recommend for this student to do following his/her internship to make him/her better prepared for the workplace (i.e., courses, activities, skills acquisition, programs)? Please be as specific as possible. \_\_\_\_\_

# DOCUMENT SAMPLES | EVALUATION (EMPLOYEE)

DATE:

DEPARTMENT:

EMPLOYEE NAME:

SUPERVISOR NAME:

Please complete this evaluation upon completion of your internship program. This form is designed to help you reflect upon your internship experiences, and also to provide feedback to your employer. Feel free to use the back of this sheet or additional pages for any additional comments. The employer may use the comments provided as a testimonial for the company and its future internship programs.

RATING SYSTEM:

1 - Not at all/lacking  
2 - Limited/minimal

3 - Adequate/average  
4 - Above average

5 - Exceptional

## OBJECTIVES

What learning objectives you set with your supervisor and to what extent did you meet these?

OBJECTIVE 1: \_\_\_\_\_

\_\_\_\_\_

RATING: 1 2 3 4 5

OBJECTIVE 2: \_\_\_\_\_

\_\_\_\_\_

RATING: 1 2 3 4 5

OBJECTIVE 3: \_\_\_\_\_

\_\_\_\_\_

RATING: 1 2 3 4 5

What could your supervisor or the organization have done better to help you meet these objectives? \_\_\_\_\_

\_\_\_\_\_

## SKILLS ASSESSMENT

On a scale of 1 to 5 with the scale above, to what extent did your internship experience help you build skills in the following areas:

### COMMUNICATION SKILLS

\_\_\_ Demonstrate oral communication skills required for the job

\_\_\_ Willing to speak up, communicate information, and ask questions

\_\_\_ Listen to feedback and works to improve

SKILLS ASSESSMENT

**PROBLEM-SOLVING/DECISION-MAKING SKILLS**

- \_\_\_ Analyze situations and take appropriate action
- \_\_\_ Offer creative solutions to problems
- \_\_\_ Collect and analyze information relevant to a task and establish a course of action within given timeframe

**TEAMWORK**

- \_\_\_ Establish rapport and credibility among team members
- \_\_\_ Demonstrate willingness to put forth extra time and effort

**SELF-MANAGEMENT**

- \_\_\_ Produce high-quality, accurate work
- \_\_\_ Seek new strategies when current approach is not effective
- \_\_\_ Display good judgment and established priorities
- \_\_\_ Use time efficiently
- \_\_\_ Demonstrate ethical behavior
- \_\_\_ Arrive on time and maintain agreed hours

**INITIATIVE**

- \_\_\_ Seek opportunities to learn
- \_\_\_ Take initiative to get a job done, even if not specifically told to do so
- \_\_\_ Act decisively on critical issues
- \_\_\_ Set and communicate goals; follow-up with results

OVERALL EVALUATION

The job orientation provided to you by your employer was:

- Very thorough     Sufficient     Inadequate

Please assess the job responsibilities your employer assigned to you:

- Very valuable     Generally worthwhile     Of some value     Limited/no value

How would you assess the overall educational value of your internship experience?

- Very valuable     Generally worthwhile     Of some value     Limited/no value

What suggestions do you have to improve the quality of this internship (please include any specific recommendations you have that might be useful to your employer supervisor).

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What has been the effect of this internship on your career goals? \_\_\_\_\_

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What recommendations would you like to provide to the employer for future internship programs?

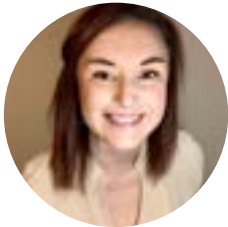
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## QUESTIONS?

If you are interested in learning more about developing internship programs or other resources mentioned in this guide, please connect with our team.



### **TOSHA RIDENOUR**

Manager, Talent Outreach & Engagement | GLI  
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Areas of expertise: Live in Lou City Champs ambassador program, GLI Job Seeker Connection Program, internship program development, connections to community organizations, employer resources for talent attraction, and more.



### **KATRINA JOHANSEN**

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Areas of expertise: GLI Employer Resource Network®, career pathways, navigating barriers to work, connections to community organizations, talent retention solutions, employer resources, and more.

