

# How to succeed on the job & in an internship

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1. Always arrive 10 to 15 minutes early – being at work at 9 a.m. means being at your desk and settled in by 9 a.m. Further, do not have your coat on at 5 p.m.
2. Remember to say hello and goodbye to everyone in the department/office. When you appear friendly and upbeat, the rest of the office will respond to you in kind.
3. Always dress professionally – not just for the interview. People notice a polished, put-together employee.
4. Before you start a position, sit down and speak with the department manager and find out how they would like the phones answered and the correct pronunciations of the company and company personnel. Make sure you know how to transfer calls and contact people by intercom before you answer the phones.
5. Keep a notepad with you. You are new to the job and are not expected to remember everything. You will look organized and efficient, both prized business qualities, if you refer to your notes before asking your manager how to do something that was previously explained.
6. Do not appear lazy. If you do not have any immediate tasks to perform, find something constructive to do. Either straighten out the files, rearrange storage areas or take inventory of supplies. Ask a manager or supervisor if you can assist them with anything. INITIATIVE IS ALWAYS APPRECIATED AND NOTICED.
7. Do not refuse a job or assignment because it is “secretarial” or “clerical” in nature. A job will expand to suit the experience and prowess of the worker. Your responsibilities will increase as you prove your capability. Do not believe a job is beneath your talents. Most managers have their own computers and do much of their own work.
8. Be sure that when you are working on a letter, memo, project or document, you have proofread and spell-checked the document before showing it to a manager/supervisor. Sloppy work is a reflection on you. Remember: no letter or document should be sent out without a copy being made for office files or without manager review.

9. Feel free to ask questions. Every question is significant. A manager would rather have the work done correctly the first time than have to take the time to do it over again.
10. Understand that at times all managers/supervisors are under extreme pressure and may not address you in the manner in which you deserve. Do not take what was said to heart. Comments are often misdirected.
11. Do not call in sick during your first three months of employment. Be careful not to abuse a company's sick day policy. Do not schedule a doctor's appointment during the day. If you must, make sure it is in the early morning or late afternoon, and ask your supervisor if it's OK prior to making the appointment. Offer to make the time up.
12. Do not read a magazine at work, do your homework, e-mail your friends, play games on the computer or use the telephone for personal calls. If your manager tells you it is slow and you can do your homework, make sure you have exhausted all appeals to help out in other areas. Remember your manager may have OK'd it for that day only. Do not make a habit of it without management approval. Conversely, many employees will tell you it is ok to play around on the computer or use the phone. You are new and being judged very differently from them. Look around – the most successful employees are using their time constructively – they are not hanging out or playing with the computer.
13. Do not abuse a break or your lunch hour. Do not take a full hour during your first three months. Most managers do not take a full hour for lunch and rarely take breaks. If you eat lunch at your desk, make sure you get approval from your immediate boss.
14. Efficient organization of your workspace is a necessary time management tool. You can tell a great deal about the occupant of an office from the arrangement of items on the desk, the use of color and the general level of neatness. Superiors, colleagues and subordinates alike will form their first impressions of you from the state of your workplace – so ensure that the impression you give is professional and positive.

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