



## **James Duffy**

Psychology major, Class of '09  
Internship with **Wegmans**

### **How did you find your internship?**

Previous employment with the organization.

### **What were some of your internship responsibilities? What was a typical day like for you?**

I would go into Wegmans at some time between 7:30 AM and 1:00 PM and from wherever I started I would stay for 8 hours. At the Service Desk I trained all new employees for our Warrington store. I was in charge of machines such as MoneyOrder/MoneyGram, PA Lottery, two registers for refunds and purchases, and That's the Ticket. On top of having mechanical responsibilities, my customer service skills were utilized each day. At home, usually, I would make the schedule on a weekly basis. This schedule would be written on the basis that employees requested off in a timely manner (2 weeks preferably) and a pre-written availability that I received in the beginning of the summer. I would attend manager's meetings, which were usually on a weekly to bi-weekly basis.

### **What aspect(s) of your internship did you find the most rewarding?**

The ability to take a job and not expect anyone to really jump in to help me. I found that now I am more willing to do a job simply because it needs to get done, not so I can get the glory.

### **What aspect(s) of your internship did you find the most challenging?**

I lacked support from some other departments in the store because I was the youngest manager, probably ever. The store was in a huge limbo period, something that was very hard for me to handle as a 19 year old in a world of full time 30+ year olds.

### **How did your internship contribute to your professional development?**

My motto throughout this summer was 'Be flexible with them, they'll be flexible with me.' I tried my utmost best to be able to help the other employees with changing their schedule once it had been submitted, even if that meant I had to put in an extra long week, or even day. I was chosen to be a 'Champion Trainer' because my trainees have yet to walk out of that department without knowledge. I work them hard, but completely fairly in my opinion. The Warrington Service Desk should be a success.

### **What advice would you offer to SJU students about finding an internship and/or being a successful intern?**

When looking for an internship, there are different simple places to go. First, if you have a current place of employment, go there and see what options they can offer you in terms of maybe being a Management Intern. If not there, then branch out to the places that you think you would like to work, research their backgrounds and duties online, email / call some of the human resources people and explore your options. Once you have found that internship, the key is flexibility. Never let yourself become so rigid that you can't learn or grow from the experience.