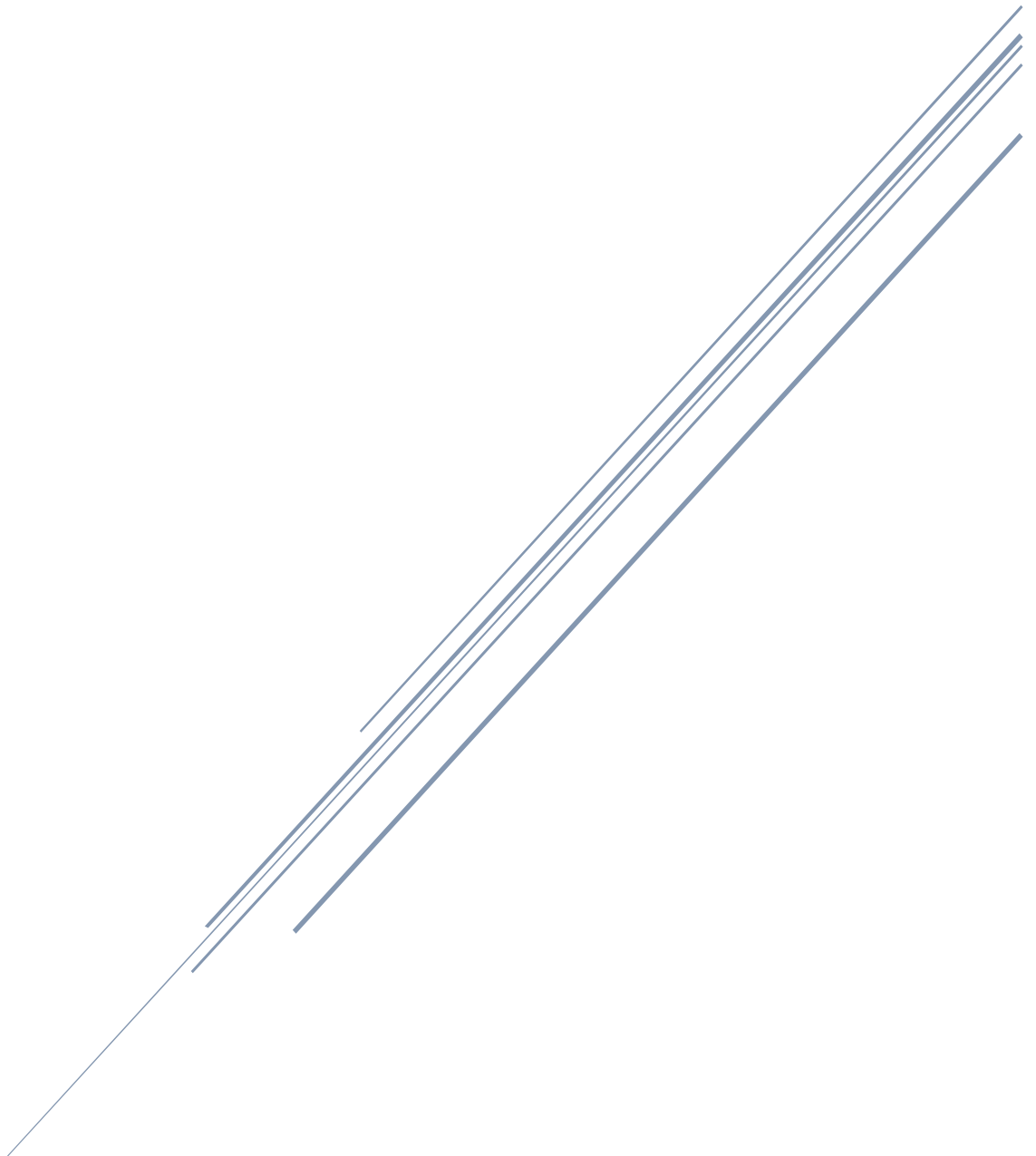


SELF-ASSESSMENT

ENG 4900: PROFESSIONAL & TECHNICAL WRITING INTERNSHIP



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Internship Description

For my internship this semester I interned for the Deep Clean Maid Service LLC. as an office assistant and technical writer. I was under the supervision of Lena Wielogorska whom is the owner of this company. During my internship, I had to focus on many different tasks that included technical writing skills and more. Throughout my internship, I was instructed to create instruction manuals related to office duties and scheduling program. Moreover, I was asked to assist during estimates and create proposals based on those estimates. In the course of the internship, I was also advised to provide good quality customer service through phone, in person and via email conversations. Lastly, during my time at the internship I also took the responsibility to maintain a working schedule for all employees by creating and inputting jobs on to the scheduling program.

Internship Experience and Primary Learning Objectives

During my internship at Deep Clean Maid Service LLC. I learned a lot about myself and about my technical writing skills. Throughout the internship, I felt that I was handling all of the tasks that were given to me well, although I did experience a few situations that overwhelmed me at times. In the beginning, my supervisor advised me to create two instruction manuals, one for sending appointment reminders, and one for creating inventories for SIRVA Corporation, which was another company that we worked with.

While creating these specific documents I was very thankful that I previously took the introductory course of professional and technical writing as well as the current course I took over this semester, which was the advanced technical writing. Both of these courses and my knowledge that I gained while taking them helped me in the design and structure of a well-developed instructional document. To add to this, I also created proposals during my time

with the company. I did notice the structure of proposals that Deep Clean Maid Service LLC followed was different to the those I learned during the professional and technical writing courses I previously took. This company had their own structure of proposals that they followed, at all times. All I had to do was, to change the content but follow the same style. Lastly, during this internship I was very thankful to have the opportunity learn how to read blueprints. I thought that this was one of the most positive and biggest experiences I gained as the intern for Deep Clean Maid Service LLC. Moreover, I think that it would be beneficial for all technical and professional writing students to take an introductory class on how to read simple blueprints. Some technical writing jobs may require this kind of task and it could be a great benefit for a potential candidate. I found reading blueprints not very complicated but certainly beneficial for myself.

Internship Obstacles and Challenges

During my internship with Deep Clean Maid Service LLC. I also came across some stressful situation. At the time of those challenging times, I remained calm and handled these situations professionally and to the best of my capabilities. Between my internship weeks, my supervisor took me along to assist her during an estimate walkthrough with a client. During an estimate she asked me to take notes on what needs to be completed on that certain job site. Later based on the estimate, she asked me to create a proposal with a quote for that client. Normally, after I was finished with any task she reviewed my work and gave me the approval to send it to the client. That time due to my supervisor's unavailability I had to wait for her to approve the proposal.

Unfortunately, she was unavailable for few days which caused the client to be upset that they still haven't received the document. The client wanted to move on with the project and have

the job done, but I couldn't do anything without my supervisors' approval. Trying to explain this situation to the client was very stressful as this particular client was very unhappy about not receiving their document. I tried very calmly explain everything to the client and calm the situation down. It was frustrating to me that I completed my task and I still had to explain myself to the client, even if it that wasn't my fault.

Moreover, I felt challenged by this internship when I had to calculate many different square footage numbers, while working with the blueprints. This task was somewhat overwhelming but also rewarding and satisfying when I was finished. Lastly, I realized that my supervisor was a little bit too demanding and had high expectations of me, knowing that I was doing technical writing major she wanted me to improve a lot more documents at the job site. Due to limited time that I was available for this internship I couldn't do all of her requests.

Personal Reflection about Internship and My Future

My overall reflection and experience at the internship with Deep Clean Maid Service LLC. was beneficial for my further learning. During this internship, I learned that in this kind of experience there have to be challenges faced, to be able to learn from those challenges and benefit from them for the future. I believe that if this internship was easy to go through then I wouldn't be able to learn anything from it. Moreover, I appreciate taking many of the professional and technical courses before doing this internship, as there were certain parts of this internship where I used those courses to my benefit and I believe that the company benefited from my knowledge of taking those courses.

I do wish that I took an introductory course for reading blue prints, as this would allow me to work faster and maybe even more efficiently while trying to complete the task my supervisor

gave me with those documents during my internship. I would suggest for the next ideal, candidate that would like to do the internship with Deep Clean Maid Service LLC. to have strong proposal and instructional writing skills as well as good customer service skills both through phone and email communication. Moreover, if the school provides an introductory blueprint reading course I would suggest to the candidate to take that course. In addition, team work is very important at Deep Clean Maid Service LLC., if a possible candidate is more independent and does not like to wait for another person to check their work for approval they may not be the right candidate for this internship.

Moving forward, I am not fully sure if I will be a professional or technical writer, and if I will be working in that field. I don't believe that it was the internships fault to hinder my career distrustful decision, rather a more personal decision. As much as I enjoy writing proposals, instructions or doing usability testing of different websites, I think that I see myself more in the medical field as a nurse. Helping people and caring for people has been always something that I speculated about. Bringing the good to the health profession either by taking care of patients or writing medical reports would make me happy.

At the end, I would like to add that my overall experience as an undergraduate student at the NYC College of Technology was a pleasant one. From the very first step I took in the Professional and Technical Writing Office, I knew I would succeed in this major while enjoying it, and it was the right decision I made. I am very thankful for all of the professors and hours they input for all of the courses to help me understand the topics and the course material. The knowledge I gained through all of the courses and from all of the professors at NYC College of Technology will last forever and the memories will be endless. At this point, all I could think of is the future and what it holds for me.