

NKBA

INTERN PROGRAM

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NKBA Intern Program

Why hire an intern?

An internship is the doorway to working in the real world. As students from an NKBA Accredited Program look ahead to their futures, they need guidance from members like you who are willing to share your industry expertise. Educational institutions all over North America offer kitchen/bath curriculums accredited by the NKBA.

What is an internship?

An internship is a monitored and planned work experience designed by the employer to meet the organization's needs as well as the learning objectives of a student studying at a college or university. Internships can be full or part-time, paid or unpaid, usually no longer than a 16 week semester. Students who are studying at programs that are accredited by the NKBA are required to submit documentation that they have completed a 160 hour work experience/internship in the kitchen and bath industry in order to meet requirements for graduation from an accredited program.

What is the NKBA Intern Program?

The program supports, encourages and recognizes NKBA Member Firms that register to help build an educated workforce by providing internships to students at programs accredited by the NKBA.

The NKBA Intern Program:

- **Is offered free to NKBA Member Firms.**
- **Provides listing of your internship online and markets the opportunity to NKBA Member Students at programs accredited by NKBA.**
- **Supports firms who wish to help build an educated workforce by providing this detailed booklet to answer your questions about internships and assist in planning your firm's internship opportunities.**
- **Flexible and adaptable to your organization's needs.**
- **Recognizes NKBA Member Firms that share their expertise with a special "Thank You" certificate, and recognition in the Association's quarterly magazine, *Profiles*.**

The NKBA is pleased to offer a special gift of recognition to registered companies that offer internships and appear as the Internship Firm on a completed Graduation Verification Form (see form at end of booklet).

How can an intern benefit my company?

- Year round source of highly motivated pre-professionals
- Interns add enthusiasm and current industry knowledge to your company
- Visibility of your organization is increased on campus

- Quality candidates for ongoing projects
- Freedom for professional staff to pursue more creative projects
- Flexible, cost-effective work force, which does not require a long-term employer commitment
- Proven cost-effective way to recruit and evaluate potential employees
- Your image in the community is enhanced as you contribute your expertise to the educational enterprise

Tell me more about NKBA Accredited Programs. . .

NKBA Accredited Program Students are the solution to your firm's staffing needs, with more than 52 colleges and universities across North America that offer design curriculums specializing in residential kitchens and baths. Accredited programs teach everything from the beginning stages of residential construction to advanced kitchen and bath design concepts to plan a safe, healthy, functional kitchen or bath. These students can immediately contribute to the success of your business. Some of the required learned competencies include:

- Assess clients needs using the NKBA Survey Form
- Measure according to NKBA procedures
- Evaluate structural considerations as related to the design process
- Hand draft according to NKBA Graphic and Presentation Standards
- Computerized drafting (some offer kitchen/bath specific)
- Create client presentations
- Research and specify kitchen and bath products
- Project management
- Sales techniques

Students seek the NKBA Accredited Programs because they wish to pursue a career in the kitchen and bath industry. A list of Accredited Programs is found on the NKBA web site under the Education tab. Many students are willing to travel to obtain a good internship opportunity, so don't fret if your business is not located near an accredited program.

Appropriate internship opportunities exist in all segments of the industry. Remember that the emphasis should be on work with residential customers. Many activities apply to the various segments of the industry (retail, wholesale, manufacturing, etc.).

How long are the intern programs?

The internship generally taken just before or during the final year of classroom work provides "real-world experience," enhancing and extending the classroom learning. With preparation through classroom and internship experiences, a student who completes an NKBA-accredited curriculum should have the competencies considered to be the foundation for practice as a kitchen/bath designer. The length of time you will have the intern can vary but the NKBA requires 160 hours for the internship.

Employer Responsibilities

Making the decision to host an intern takes some pre-planning to find the perfect match between the student and your organization. This booklet will aid you in determining the learning objectives, developing a plan, interviewing, and even includes suggestions for when the intern joins your team. Internships at an NKBA Accredited Program are part of the requirements to earn recognition and additional industry experience towards the NKBA Certification Exams. The NKBA does not require that an intern provider submit any paperwork, although the educational institution usually requires paperwork. The student should check with the institution prior to the internship to find out what paperwork the firm has to submit.

At the very least, the institution and student will want to know what their responsibilities will be and what they can expect to learn. Read through the booklet and use *Plan for Intern Job Description* and *Develop A Learning Objective Schedule* to help develop your plan.

You may want to keep a record of your experience as an intern provider, what you feel needs to be changed or improved, the intern's contact information or completed employment application, in the event you want to hire the intern in the future. Also be sure to have the intern complete an exit interview. Within this booklet, there are forms to help you record the internship experience. The *Student Evaluation of Internship* form and the *Employer Evaluation of Student Intern* will help you assess the student's experience, as well as plan more effectively for the future. Remember this may be the best way to recruit future employees so it is imperative that the student, your employees, and you have a positive experience. Even if you are not interested in offering employment to your intern, it is important that they have a positive experience, so they give other students positive feedback about your firm.

Develop a plan for the intern

- I. Develop a set of goals that you want to achieve:
 - A. Do you want to use an intern for a specific project?
 - B. Are you looking to increase your current staff?
 - C. Share with the intern how the entire organization works.

- II. Develop a job description that includes professional responsibilities for the intern
 - A. Kitchen/Bath Interns are close to graduation and have the knowledge for entry level jobs.
 - B. An intern can assist with design, drafting, presentations, order processing, marketing projects and more!
 - C. Prepare preliminary plans and revise plans.
 - D. Gather product information.
 - E. Prepare final project documents.

- III. Develop a learning objective schedule. The best internships provide students with an overall picture of all the tasks necessary to complete a sale/job. These learning

objectives are similar for all companies. Some of these learning objectives presume new interns will only observe and assist a senior employer; others are attainable within the first few hours. The firm should monitor the intern's progress to determine when, if applicable, the intern is ready to assume the task. Refer to the Learning Objective Schedule Sample and the Learning Assessment found later in the booklet.

- A. Greet the customer
 - 1. Students should be instructed how to properly answer calls and greet customers when they first arrive at the firm
 - B. Determine the customer's needs
 - 1. Students should observe a senior employee and be informed of the procedures used at the firm
 - C. Propose solutions to the customer's needs
 - 1. Site visit, if applicable
 - 2. Research
 - 3. Prepare documents for presentation
 - D. Present the solution to the customer
 - E. Prepare the invoice/charge the customer
 - F. Order the material/sell the product
 - G. Conflict resolution
 - 1. While this happens occasionally, be sure to inform the student of the problem, the outcome, and if possible, have the student observe the interaction with the customer
 - H. Manufacturer Representatives
 - 1. Be sure to include your intern in product informational sessions
 - I. Preparing the customer for product delivery
 - 1. This may be as simple as phoning the client to set up the delivery date or as complicated as providing alternative temporary space
 - J. Product delivery/job installation
 - 1. Receive materials order
 - 2. Field inspection
 - K. Customer satisfaction
 - 1. Contact the customer after the sale mail/phone/survey/hold an event
 - 2. Ask for the next sale
- IV. Interns can work in a variety of capacities in an organization, not just design. Some examples of possible intern responsibilities and areas where an intern can assist are:
- A. Design
 - 1. Prepare preliminary plans and revising them
 - 2. Prepare final project documents (design statement, floor plan, mechanical, construction and interpretive drawings) using the NKBA Graphic and Presentation Standards
 - 3. Keeping resource files and project portfolios up-to-date

- B. Construction
 - 1. Measuring at the job site, observing the following constraints: structural, plumbing, HVAC, millwork, electrical, windows, doors, etc.
 - 2. Assisting the designer with supervising the project installation
 - 3. Help select building materials, flooring, tiles, insulation, cabinets, countertops, fixtures, etc.
 - C. Business Management
 - 1. Preparing price schedules and budget
 - 2. Negotiating sales agreements using NKBA Business Management Forms
 - 3. Conduct market and product research
 - 4. Help with obtaining permits and inspection reports
 - D. Project Management
 - 1. Help with sub-contractors from lumber and home centers
 - 2. Assist with job costs and profit margins
 - 3. Pre-construction procedures and installation-related design concerns
 - 4. Help with the installation process
 - E. Retail
 - 1. Sales and customer service
 - 2. Preparing and propping displays
 - 3. Assisting with presentations
- VI. Develop challenging work assignments relative to the students abilities, remembering the student is working to gain experience
- VII. Provide a supervisor or mentor who will work with the intern during the intern's stay, offering on-the-job training.
- A. The intern gets the real world experience he/she needs to complete his/her education and embark on a career in the kitchen/bath industry
 - B. The mentor or supervisor can oversee the intern and provide constructive feedback
 - C. Provides leadership

Legal issues

Policies regarding compensation vary from one school to another and may be related to liability laws that also vary from one locality to another:

- A. Some interns are paid; others are not
- B. Some students work for an hourly wage; others may be paid in a lump sum at the end
- C. It is important to recognize, however, that students do have expenses, including tuition (they can earn college credit for the internship experience). In addition, they may have extra living and transportation expenses and forego earnings from another job that would normally be saved to help pay expenses during the school year.

According to the U.S. Department of Labor, the U.S. Fair Labor Standards requires that interns be paid at least minimum wage if they do not meet criteria for a "learner/trainee." The department has outlined criteria for determining trainee status:

- Interns cannot displace regular employees
- Interns are not guaranteed employment at the end of the internship; although employment may be offered following the internship
- Training must be provided during the internship period
- The training must benefit the student
- The employer does not immediately benefit monetarily from the student's activities
- The training must prove to be beneficial to their future career or vocation
- Both the student and employer understand that no wages will be given during the learner/training period

The Nace General Counsel on Academic Credit also states that employers may not be required to pay minimum wage if the student is receiving course credit for their work.

The following criteria must be met to comply:

- Credit must be obtained
- Formal documentation from the intern's educational institution stating the educational relevance of the internship must be completed
- Learning objectives must be clearly stated
- No more than 50% of the intern's work should be the same as other employees
- Intern must be supervised by a staff member

Remember that the NKBA does not require students to complete the internship for credit. Some educational institutions may also have this provision. Visit <http://www.internweb.com/empres.asp>

What to do when hiring an intern

- The first step is to develop an interview for the student. The interview can be completed, in person or on the phone.
- Ask for a resume and discuss work schedule.
- Discuss job responsibilities and compensation.

Although the NKBA will only promote your internship opportunity to students that are in an accredited program, the job posting is posted on the public site. There are some questions that you may want to ask to determine if the student has been trained according to the NKBA standards. Be sure to ask if they are studying at a program accredited by the NKBA. There is a list of college and universities in the Education section of the NKBA website that have earned this designation.

NKBA Accredited Programs vary in length and emphasize. There are programs within Construction Departments that provide both design and construction/cabinet making abilities. Interior Design programs that prepare students for both commercial and residential design applications and focus on kitchen and bath design. The programs within interior design are two years in length awarding an Associate Degree or four years in length awarding a Bachelor's Degree. Students studying at Interior Design programs may be required to take the kitchen and bath courses or the courses may be offered as an elective. Be sure to ask if they have completed all the kitchen and bath courses offered.

There are programs that focus only on kitchen and bath design; students study the NKBA Professional Resource Library, completing the program in one year, earning approximately 30 credits and a Certificate Degree.

What is the difference between NKBA Accredited Programs and NKBA Supported Programs?

Supported programs have implemented the NKBA Standards into their curriculum, but have not completed the accreditation process yet. To achieve a full accreditation student work samples must meet NKBA Standards, the site visit to verify the implementation of the NKBA materials was successful, and there has been a graduate of the curriculum that was submitted for the accreditation.

Employers hiring students from NKBA Supported Programs should be sure to ask if they have completed the kitchen and bath courses and ask to see examples of their work.

All the programs that have successfully completed the accreditation process have the foundation for students to be successful in the industry.

Questions to ask during the interview could include:

- Tell me about yourself.
- What is your educational background?
- Are you attending an NKBA accredited school?
- If so, did you take all the kitchen and bath courses offered?
- Were the class's parts of an Interior Design degree or a separate Kitchen and Bath degree or certificate?
- Ask what courses they specifically took so you can determine if the intern will be a fit with your organization.
- What do you know about our organization?
- Why do you think you would do well at this job?
- What challenges are you looking for in this position?
- In what ways have your college experiences prepared you for a career?
- What are the most important rewards that you expect from your career?

- Do you have examples of your work?
- Do you design by hand or on the computer (20/20, Planit, CAD, other), or both?
- What are your strengths and weaknesses?

The following questions are illegal to ask during an interview

- Age
- Marital status
- Questions regarding children
- Family planning
- Child care arrangements
- Disabilities
- Nationality
- Race, Color, Religion
- Arrest record
- Affiliations
- Military status

Orientation and training interns

Now that you have your intern, what do you do? Orientation and training are important next steps because you have a student that is in a new environment and will need direction as to what is expected of them. Treat the student as you would any full-time employee: Make them feel welcome, explain company policies, and introduce them to the employees they will be working with.

- I. Often overlooked is a space for the intern to work, so before the intern starts have the following ready:
 - A. A desk, phone, computer, and any tools they will need to perform their job
 - B. Explain the phone system, mail system, and how to answer the phone
 - C. Explain the company's organizational structure
 1. Introduce the intern to all the employees, and to the employee who will be their supervisor/mentor
 - D. Explain what your company does; design, sales, construction, installation and who your customers are: consumers, builders, or designers.
 - E. Outline the company's rules, policies, decorum and expectations
 1. Explain the company's harassment policy
 2. Workplace behavior
 3. Define the intern's responsibilities
 - F. Have a written outline/schedule for the intern when they arrive that explains your expectations. Refer to Learning Objective Schedule for sample itinerary.
 - G. Explain any procedures regarding giving and receiving feedback
 1. Who will be giving the feedback (supervisor/mentor, owner, other)?
 2. Will the feedback be written, oral or both?
 - H. What work needs a supervisor's signature, and which does not?
 1. Explain all forms that will be used on the job

2. Explain the reporting procedures

Concerns of the intern

Remember that interns also have concerns that need to be addressed. If you can alleviate some of their concerns, you can provide a good working environment for both you and the intern. Some points to remember are:

- They want real work to do; assign projects that can utilize their abilities.
- Be honest with the type of work the intern will be working on, don't say one thing and then give them menial tasks.
- Offer constructive feedback about how the intern is performing; they need to know if they have made an error and how to prevent it in the future.
- Include the intern in actual field work; if you are going to a job site, invite the intern along so they can see first hand how to work with a client. This gives the intern a better perspective on what to expect.
- Although interns do not need to be watched over every minute, take the time to give a detailed explanation as to what is being done on the project. When the intern knows what is expected of them, fewer mistakes will be made.
- The best way to help the intern is to have a mentor or supervisor they can talk to and discuss any concerns they may have.
- Don't ignore the intern. Always have time to answer any questions. If the mentor or supervisor has a busy agenda schedule a time when the intern can come and ask questions.

The conclusion of the internship

Now that the internship is over, you will need to evaluate the intern. The educational institution will probably have paperwork that you will need to complete so the intern receives credit. For your records, keep a copy of the evaluation; this will give you an idea of whether you want to participate as an intern provider in the future and how you can change or update the program to work better for you. If the student is from an NKBA Accredited Program, encourage them to complete the NKBA Graduation Verification Form found in this packet. Those companies that are registered and appear as the employer on the NKBA Graduation Verification Form will receive a free gift. Schedule an exit interview with the intern; this will allow time for both of you to discuss the intern's experience. As an intern provider, you are under no obligation to hire the intern as a permanent employee; failure to hire will not affect working with the NKBA or the educational institution in the future. As the provider program evolves and changes, check the NKBA website at www.nkba.org for the most up-to-date information.

Plan for Intern Job Description

(To be used to interview the student)
(Sample-can be changed or altered)

Start Date: _____ End Date: _____
Position Description: _____

Company Name: _____
Address: _____

Phone #: _____ Fax #: _____
Email: _____ Web: _____
Contact: _____

Major: _____ GPA: _____
Type of students accepted: _____ Credit: _____ Non-credit: _____
Is free and safe parking available: _____ Yes: _____ No: _____
If not, do you provide reimbursement for parking Yes: _____ No: _____

Time preference: _____ Compensation: _____ Availability: _____
Part-time – Hours per _____ Per hour: _____ Fall: _____
week
Full-time: _____ Stipend: _____ Spring: _____
No Preference: _____ Other: _____ Summer: _____

Project/job description: _____

Experience/skills required: _____

Orientation Checklist

(Sample-can be changed or altered)

Explain about the organization structure

- Introduce the intern to employee who will be their supervisor/mentor
- Explain what your company does, design, sales, construction
- Describe the type of customers the intern will be dealing with
- Explain who can answer questions if the supervisor/mentor is unavailable
- Who makes the final decisions and how are they made

Outline organization policies, rules, expectations

- Explain the work standards and procedures
- What access to the supervisor/mentor will the intern have
- Explain the procedure for reporting the progress of the project
- Explain office procedures, telephone system, handling mail, answering the telephones
- Relate to the intern how their assignments will be in their field of study
- Discuss with the intern if there are any confidentiality issues they need to know
- Review the dress code, maintaining their work space and any other pertinent information they need to know about the company
- Provide an introduction to all of the employees that the intern will be working with and explain their duties

Describe intern responsibilities

- Review with the intern their job/project assignment(s)
- Show the intern where all the tools they will need for the job/project is located and explain their usage, if the intern is not familiar with them
- Provide the intern with any training that may be required to do their job/project
- Discuss how the intern should interact with clients and vendors
- What job/projects can be completed without supervisory approval
- Explain to the intern that they

Supervising the intern

- Make sure the supervisor/mentor is available for questions. Periodically check on the intern to see if they have any questions or concerns
- Offer feedback, keep the doors of communication open
- Listen to the intern, ask if they have questions that have not been previously answered

Learning Assessment

The company should monitor the intern's progress to determine when, if applicable, the intern is ready to assume the task. This form will help to assist in determining if these basic learning objectives are met. The student should obtain all observable projects and meet these objectives on their own, with the assistance of a senior employee or attained within a few hours.

	Yes	No	With Assistance
Greet customer/answer phones			
<i>Intern has observed senior employee</i>			
<i>Intern has completed this objective</i>			
Determine customer needs			
<i>Intern has observed senior employee</i>			
<i>Intern has completed this objective</i>			
Propose solutions to the customer's needs			
<i>Intern has observed senior employee</i>			
<i>Intern has completed this objective</i>			
Prepare the invoice/charge the customer			
<i>Intern has observed senior employee</i>			
<i>Intern has completed this objective</i>			
Order the material/sell the product			
<i>Intern has observed senior employee</i>			
<i>Intern has completed this objective</i>			
Conflict resolution			
<i>Intern has observed senior employee</i>			
<i>Intern has completed this objective</i>			
Product knowledge			
<i>Intern has observed senior employee</i>			
<i>Intern has completed this objective</i>			
Preparing the customer for product delivery			
<i>Intern has observed senior employee</i>			
<i>Intern has completed this objective</i>			
Product delivery/job installation			
<i>Intern has observed senior employee</i>			
<i>Intern has completed this objective</i>			
Customer satisfaction			
<i>Intern has observed senior employee</i>			
<i>Intern has completed this objective</i>			

Learning Objective Schedule (Example)

It is important to have a schedule. The schedule will alert the student to when they will learn important tasks and which employee is assigned to teach the student. The Learning Objective Schedule should be used in conjunction with the Orientation Checklist and the Learning Assessments.

Learning Objective Schedule

Learning Objective Schedule				
Sample Itinerary				
Name:				
Date:				
Reviewed by supervisor/mentor				
	Day	Date	Time	Employee Assigned
Student learns to greet customer & answer phone	Monday	6/25/07	11:00 a.m. - 2 p.m.	Diana Jones
Learns where supplies are kept	Tuesday	6/26/07	11:00 a.m. - 11a.m.	Diana Jones
Review of company policies, rules, expectations	Monday	6/25/07	9:00 a.m.- 12 p.m.	Diana Jones
Explain all forms that will be used on the job	Tuesday	6/26/07	11:00 a.m. - 12 p.m.	Jerry Jones
Reporting - Who does the intern report to	Monday	6/25/07	9:00 a.m.- 9:30 a.m.	Jerry Jones
Determine customer needs	Wednesday	6/27/07	1 p.m. – 4 p.m.	
Visit job site if applicable	Smith's residence	6/28/2007	10:00 a.m. 2:00 p.m.	w/designer J. Kirkwood
Propose solutions to the customer's needs	Tuesday-Friday	6/21/07- 6/24/07	10:00 am - 4:00 p.m.	w/designer J. Kirkwood
Prepare the invoice/charge the customer	Thursday	7/5/07	2:00 p.m. - 4:00 p.m.	Jerry Jones
Order the material/sell the product	Friday	6/29/07	10:00 a.m. 2:00 p.m.	w/designer J. Kirkwood
Conflict resolution	Friday	7/6/07	11:00 a.m. - 12 p.m.	Jerry Jones & J. Kirkwood
Product knowledge	Monday	6/25/07	2:00 p.m. - 4:00 p.m.	Jerry Jones
Preparing the customer for product delivery	Friday	6/29/07	2:00 p.m. - 4:00 p.m.	Jerry Jones
Product delivery/job installation	Monday	7/9/07	10:00 p.m. - 12 p.m.	Jerry Jones & J. Kirkwood
Customer satisfaction- Contact customer after sale	Friday	7/13/07	10:00 a.m. - 11:00 a.m.	Diana Jones

Learning Objective Schedule

Learning Objective Schedule

Sample Itinerary				
Name:				
Date:				
Reviewed by supervisor/mentor				
	Day	Date	Time	Employee Assigned

Student Evaluation of Internship

Please respond to the following questions regarding your internship experience and site.
The purpose of this form is to provide opportunity for frank appraisal of the internship location.

Your Name: _____ Date: _____

Organization: _____ Semester/Year: _____

Location: _____ Supervisor: _____

1. Please rate the following aspects of your internship experience on the basis of this scale:
(1) Poor (2) Fair (3) Good (4) Excellent

	Article I.	Site				
Physical environment was safe			1	2	3	4
An orientation was provided to the organization			1	2	3	4
Adequate resources were available to accomplish projects			1	2	3	4
Co-workers were accepting and helpful			1	2	3	4

	Article II.	Supervisor				
Supervisor provided a clear job description			1	2	3	4
Regular feedback was provided on my progress and abilities			1	2	3	4
An effort was made to make it a learning experience for me			1	2	3	4
Supervisor provided levels of responsibility consistent with my abilities			1	2	3	4
Supervisor was supportive of the agreed-upon work days and hours			1	2	3	4

	Article III.	Learning Experience				
Work experience related to my academic discipline and/or career goal			1	2	3	4
Opportunities were provided to develop my communication skills			1	2	3	4
Opportunities were provided to develop my interpersonal skills			1	2	3	4
Opportunities were provided to develop my creativity			1	2	3	4
Opportunities were provided to develop my problem-solving abilities			1	2	3	4
This experience has helped prepare me for the workplace			1	2	3	4

Overall Value Rating for this Internship 1 2 3 4

Feel free to explain any of your responses to the above criteria here (use other side if necessary):

2. Would you work for this supervisor again? ___ Yes ___ No ___ Uncertain

3. Would you work for this organization again? ___ Yes ___ No ___ Uncertain

4. Would you recommend this organization to other students? ___ Yes ___ No ___ Uncertain

Plan for Intern Exit Interview

(To be used at the end of the internship)
(Sample-can be changed or altered)

Start Date: _____ | End Date: _____

Position Description: _____

Student Name: _____

Address: _____

Phone #: _____ | Fax #: _____

Email: _____

Did you find the job experience successful?	Yes:	No:
Was the job a good learning experience?	Yes:	No:
Were the details of the job(s) explained thoroughly?	Yes:	No:
Did you receive enough training to do you job efficiently?	Yes:	No:
Did the supervisor/mentor provide constructive feedback?	Yes:	No:
Was the supervisor/mentor available when you had questions?	Yes:	No:
If you went on a field visit, was it a good learning experience?	Yes:	No:
Did this experience help you make a choice for your career goals?	Yes:	No:
Were the company's rules, policies, and expectations explained thoroughly?	Yes:	No:

What did you like most about the company? _____

What did you like the least about the company? _____

What job(s) did you enjoy doing the most? _____

What job(s) did you least enjoy doing? _____



National Kitchen & Bath Association
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Hackettstown, NJ 07840
908-852-0033, Fax: 908-852-1695
http://www.nkba.org

NKBA Accredited Program Graduation Verification Form

This form is to be completed by the Accredited Program Coordinator for each student that presents evidence of mastery of the educational requirements for an Accredited Program including proof of completion of an internship with a minimum of 160 hours in the Kitchen/Bath industry. **Recognition of achievement of endorsed program will be mailed upon receipt.**

Date: _____ Student's Name: _____

Student's NKBA Membership Number _____ Student's email _____

NKBA Accredited Program: _____

Curriculum length: _____ Graduation Date: _____

Program Coordinator: _____

The student internship requirement of a minimum of 160 hours was served from
_____ 200__ to _____ 200__.

Name, Address and phone number of Internship Firm: _____

- Will you be working in the Kitchen/Bath industry Yes No
- Is your employer a member of NKBA? Yes No
- Would you like membership information to share with your employer? Yes No

Name, Address and phone number of Full-Time Employment: _____

Anticipated start date of employment? _____

Mail recognition of achievement and future correspondence to the following address:

College Coordinator's Signature: _____

Employer Evaluation of Student Intern

Student: _____ Organization: _____

- | | | |
|---|-----------------|--|
| 1 | Unsatisfactory | (Never demonstrates this ability/does not meet expectations) |
| 2 | Uncomplimentary | (Seldom demonstrates this ability/rarely meets expectations) |
| 3 | Fair | (Sometimes demonstrates this ability/meets expectation) |
| 4 | Commendable | (Usually demonstrates this ability/sometimes exceeds expectations) |
| 5 | Exceptional | (Always demonstrates this ability/consistently exceeds expectations) |

If any criteria are not applicable to this internship experience, please leave the response blank.

A. Ability to Learn

- | | | | | | | |
|----|---|---|---|---|---|---|
| 1. | Asks pertinent and purposeful questions | 1 | 2 | 3 | 4 | 5 |
| 2. | Seeks out and utilizes appropriate resources | 1 | 2 | 3 | 4 | 5 |
| 3. | Accepts responsibility for mistakes and learns from experiences | 1 | 2 | 3 | 4 | 5 |

B. Reading/Writing/Computation Skills

- | | | | | | | |
|----|---|---|---|---|---|---|
| 1. | Reads/comprehends/follows written materials | 1 | 2 | 3 | 4 | 5 |
| 2. | Communicates ideas and concepts clearly in writing | 1 | 2 | 3 | 4 | 5 |
| 3. | Works with mathematical procedures appropriate to the job | 1 | 2 | 3 | 4 | 5 |

C. Listening & Oral Communication Skills

- | | | | | | | |
|----|--|---|---|---|---|---|
| 1. | Listens to others in an active and attentive manner | 1 | 2 | 3 | 4 | 5 |
| 2. | Effectively participates in meetings or group settings | 1 | 2 | 3 | 4 | 5 |
| 3. | Demonstrates effective verbal communication skills | 1 | 2 | 3 | 4 | 5 |

D. Creative Thinking & Problem Solving Skills

- | | | | | | | |
|----|---|---|---|---|---|---|
| 1. | Breaks down complex tasks/problems into manageable pieces | 1 | 2 | 3 | 4 | 5 |
| 2. | Brainstorms/develops options and ideas | 1 | 2 | 3 | 4 | 5 |
| 3. | Demonstrates an analytical capacity | 1 | 2 | 3 | 4 | 5 |

E. Professional & Career Development Skills

- | | | | | | | |
|----|--|---|---|---|---|---|
| 1. | Exhibits self-motivated approach to work | 1 | 2 | 3 | 4 | 5 |
| 2. | Demonstrates ability to set appropriate priorities/goals | 1 | 2 | 3 | 4 | 5 |
| 3. | Exhibits professional behavior and attitude | 1 | 2 | 3 | 4 | 5 |

F. Interpersonal & Teamwork Skills

- | | | | | | | |
|----|--|---|---|---|---|---|
| 1. | Manages and resolves conflict in an effective manner | 1 | 2 | 3 | 4 | 5 |
| 2. | Supports and contributes to a team atmosphere | 1 | 2 | 3 | 4 | 5 |
| 3. | Demonstrates assertive but appropriate behavior | 1 | 2 | 3 | 4 | 5 |

G. Organizational Effectiveness Skills

- | | | | | | | |
|----|--|---|---|---|---|---|
| 1. | Seeks to understand and support the organization's mission/goals | 1 | 2 | 3 | 4 | 5 |
| 2. | Fits in with the norms and expectations of the organization | 1 | 2 | 3 | 4 | 5 |
| 3. | Works within appropriate authority and decision-making channels | 1 | 2 | 3 | 4 | 5 |

H. Basic Work Habits

- | | | | | | | |
|----|--|---|---|---|---|---|
| 1. | Reports to work as scheduled and on-time | 1 | 2 | 3 | 4 | 5 |
| 2. | Exhibits a positive and constructive attitude | 1 | 2 | 3 | 4 | 5 |
| 3. | Dress and appearance are appropriate for this organization | 1 | 2 | 3 | 4 | 5 |

I. Character Attributes

- | | | | | | | |
|----|---|---|---|---|---|---|
| 1. | Brings a sense of values and integrity to the job | 1 | 2 | 3 | 4 | 5 |
| 2. | Behaves in an ethical manner | 1 | 2 | 3 | 4 | 5 |

3. Respects the diversity (religious/cultural/ethnic) of co-workers 1 2 3 4 5

J. Open Category: Industry-Specific Skills

Are there any skills or competencies that you feel are important to the profession or career-field (represented by your organization) that have not been previously listed in this evaluation? If so, please list these skills below and assess the intern accordingly.

1. 1 2 3 4 5
 2. 1 2 3 4 5
 3. 1 2 3 4 5

K. Comments:

L. Overall Performance (if I were to rate the intern at the present time)

Unsatisfactory	Poor		Average				Good	Outstanding		
0	1	2	3	4	5	6	7	8	9	10
(F	D	D+	C-	C	C+	B-	B	B+	A-	A)

This assessment was reviewed with the intern on (Month/Day/Year) _____.

Evaluator's Signature: _____ Date: _____

Title/Position: _____ Telephone: _____