



## Tips for Different Job Categories

### **Internships**

Internships allow you to learn more about the industry you are interested in and gain experience and skills in that field. It's also a great way to explore your interests and make connections.

- **Build work relationships:** There are many benefits that come with connecting with your coworkers. Apart from building a positive work environment with your coworkers, perhaps you're interested in the work they do, or you want a strong recommendation—the more familiar your supervisor or coworker is with you (and of course the better job you do), the better the recommendation.
  - **Set goals:** Speak with your supervisor to discuss expectations and goals. What do you want to learn or achieve during your internship? Request feedback so you can learn and grow.
  - **Watch & learn:** Follow the organization's culture and policies—every organization is different. How does everyone dress? What are your supervisor's expectations? Become familiar with the organization's policies and procedures, and feel empowered to ask questions if you are unsure!
  - **Be professional:** An internship is like any other job—show up prepared, be on time, meet deadlines, dress professionally, etc.
  - **Keep busy:** There might come a time when things are slow, but there are plenty of ways to keep busy. Ask your supervisor or coworkers if they need help with anything. Come up with ideas on how to benefit the organization. Work on a long-term project. Ask if there's a project or meeting you're interested in that you could shadow or assist with. Are there any skills you want to learn or try? Remember: An internship is an opportunity for you to grow professionally so make the most of your time!
  - **Keep track of projects & achievements:** It is super beneficial for you to keep track of your skills and achievements so that it is easy for you to update your resume when you apply for a new job.
  - **Time to reflect:** What did you learn? Did you enjoy it? What did you not enjoy? What kind of jobs do you want to pursue next? Internships provide you with invaluable experience and the chance to grow.
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## City Agency/Government

There are plenty of benefits and opportunities that come with working for or with the government. For example, the [Mayor's Youth Council](#) (MYC) allows its youth members to influence policy and enact new programs and initiatives. You also have the opportunity to:

- Network with elected officials.
  - Work closely with both city and community leaders.
  - Gain an understanding of your local government and policy-making.
  - Make a positive impact in your community.
  - Gain hands-on experience in the public service sector.
  - Discover your areas of interest through experience.
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## Nonprofit Organization

Nonprofits operate to create a social or public benefit whereas businesses operate to generate profit. When you work for a nonprofit organization, you make a positive difference in other people's lives and your community. You will also be working with people who want to support the same cause, which can expand your personal and professional network. If you want to work for a nonprofit organization:

- **Do your research:** Do some background research on the organization you are interested in. Why do you like it? By being passionate and knowledgeable about the organization and its mission, your employer will see that you are very interested in the role.
  - **Get experience:** Entry-level positions, internships, and volunteer work are great ways to get experience. Find a volunteer program! Reach out to the organization and ask if they're looking for any volunteers. There are many ways to build skills and gain experience by volunteering.
  - **Network:** Like any job, building relationships with your coworkers can not only make your job easier, but you can also make great connections. Networking gives you more opportunities to learn about open roles you may be interested in. You also never know when you'll need a good recommendation or if want to learn more about a role.
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## Retail Industry:

- **Customer service:** In the retail industry you will work directly with customers so it is important that you provide customers with a courteous, fair, and friendly service. A common practice in customer service is approaching customers with a positive attitude even when they appear dissatisfied.
- **Knowledgeable in merchandise or services:** Take the responsibility to understand your organization and the services it offers. For example, knowing where products



are located and getting well acquainted with frequently asked questions will allow you to help the customer better and overall help you do your job better.

- **Communication:** Resolve customer issues and answer questions effectively to ensure a positive customer experience. Remember to be kind to the customers, they rely on you for help!
- **Ability to effectively multi-task:** Working in retail may require you to handle multiple tasks at once. Be ready to switch your priorities in an instant and stay on the move!
- **Able to stand for extended periods:** Many retail jobs require you to stay standing for long periods of time and have the ability to lift up to 50 pounds. Be sure to ask during your interview if there are any physical ability requirements and know your [workers rights](#).
- **Teamwork:** Collaborate with team members and help out when needed. For example, if there is only one cashier with a queue of people waiting at the register, volunteer to be the second cashier if appropriate & approved.

### Restaurant Industry

- **Communication:** As a waiter, you are not only communicating to customers but you are also communicating to the chefs, so make sure you are communicating effectively to both sides. A helpful tip is to always repeat orders back to customers. Often, the main reason orders are wrong is due to miscommunication.
- **Presentation:** Whenever you attend any table, you should appear clean and organized. Waiters can get food stains on their uniform, and that's understandable but, do not go to work with a dirty uniform.
- **Multitasking:** Have you ever asked your waiter for something and they either forgot or took too long to come back to your table? They don't do it on purpose—they're simply busy juggling multiple tasks. When you're a waiter, get ready to bus tables as well as serve multiple tables with multiple people who come in at different times. That means one table may want dessert, another one wants appetizers, and another wants drinks, and all the while you have to clean and prepare for a new table. Get ready to work in a fast-paced environment!
- **Attention to detail:** Good attention to detail is crucial, especially when taking orders. For example, a customer might ask what's in 'this order' or in 'that drink'. Your job as a waiter is to know everything on the menu because someone could potentially have a food allergy. It is extremely crucial to keep note of their allergy. If you are ever unsure, always ask the chef instead of assuming. Being aware of details will also allow you to be attentive to a customer's needs (even tables that aren't yours).
- **Customer service & teamwork:** Customer service is part of the job. Sometimes customers from tables that aren't yours will ask you for help (refill water, get more napkins, etc). Part of your job is to support the restaurant and staff, this means attending tables that aren't yours so that all customers can have a positive experience.