



## Guidelines for Professional Communication

### Resume & Cover Letter

The first step to securing an academic internship is to have a well-written resume and cover letter. This is the first communication you will have with your potential internship site and should make a good first impression. Make an appointment with the Career Services office to help you prepare your resume. You should always use your CSE email address for professional correspondence and avoid posting anything on social media that is inappropriate. Remember, no matter what your privacy settings are, social media is a public place.

### Telephone Contact

You will most likely have to set up an interview appointment by telephone. When communicating via phone, always speak slowly and clearly using proper grammar. It is important to remember that this is a professional conversation and you should not use slang. Your potential internship site may form a positive or negative impression based on the way you handle yourself on the telephone. If you have any questions regarding clear and professional telephone communication, please discuss it with the Academic Internship Coordinator or Career Services.

This is also a good time to make sure the greeting you have recorded for your voice mail is brief and professional!

### Professional Appearance

It is *extremely* important to maintain a professional appearance at all times in your internship setting -- a clean and neat appearance should be maintained at all times. Clothing that is revealing or too tight is *never* acceptable. Additionally, athletic clothing, t-shirts with writing on them, flip-flops, casual/leisure attire and visible underwear is also *unacceptable*.

Remember, you are working in a professional setting and will be expected to adhere to all of the same professional standards as employees. You will also be representing the College of Saint Elizabeth and creating your first professional impression. Make it work to the best possible advantage for you. If you have any questions about professional appearance, please don't hesitate to contact the Academic Internship Coordinator or Career Services.

## **Punctuality**

While in your internship setting, you will be expected to be on-time and maintain an excellent attendance record. If you have an emergency which makes you unavoidably late, make sure you notify your on-site supervisor ahead of time. If you are in your internship location during a regular lunch/break time, be sure to take just the time you are permitted regardless of how the regular employees use their lunch/break time. Remember, you are trying to make the best use of the time you spend at your internship setting.

## **Professional Conduct**

Everything you say and do while at your internship setting is a direct reflection on you and on the College. Be sure to adhere to all conduct policies intended for employees. You should not be on your cell phone, text messaging, on Facebook, or doing homework while at your internship setting.

Do not get involved with office gossip or any other inappropriate or unprofessional behavior while at your internship setting. If you have any questions regarding what is appropriate behavior at your internship site, do not hesitate to contact the Academic Internship Coordinator for clarification. Inadvertently doing or saying something that is inappropriate or unprofessional can do irreparable damage to your professional image and your potential career.

The Academic Internship Coordinator and Career Services office are here to help prepare you for your internship and to assist you in making the most of the experience. Your internship is an excellent way to make contacts in the field, get references for future jobs or graduate work and learn more about different careers. If you have any questions at any point in your internship process, please feel free to contact us. It is our goal to help you make this a successful step into your future.