



# PHC Internship Packet



Potawatomi Hotel & Casino  
1721 West Canal Street  
Milwaukee, WI 53233  
414-847-7400



## INTERNSHIP PROGRAM DESCRIPTION

As one of Wisconsin's largest employers, Potawatomi Bingo Casino and Potawatomi Hotel (marketed as "PHC") have a diverse range of paid internship opportunities which provide experiential learning at various levels of professional development. This packet describes the PHC Internship Program and includes program forms for educational institutions and students interested in pursuing internship experience at PHC.

### 1. Internship Application & Goal Development Process

To initiate the internship process, the student and internship instructor work together to complete the two-page PHC Student Internship Application in this packet. The Application materials should specify any educational needs and goals for the internship, such as the required number of hours, duration of the course, substantive experience desired, evaluations needed, etc.

If PHC has not previously approved an internship position which meets curriculum needs for the desired area, the internship instructor should contact:

PHC Internship Coordinator: \_\_\_\_\_ Title: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ Email: \_\_\_\_\_

### 2. Intern Hiring and Assignment

If PHC approves the proposed internship position, the student will be required to successfully complete the following employment and licensing process to be hired:

- Submit an employment application;
- Complete an interview;
- Pass a background check;
- Secure a gaming license from the gaming commission (if applicable); and
- Sign standard employment agreements and forms, including confidentiality agreement.

If the intern successfully completes these steps, s/he may be hired as a PHC employee-intern.

### 3. Orientation & Training Process

PHC interns receive real-world training and unique on-the-job experience.

- **Onboarding**
  - Orientation is provided for new employees on applicable policies & standards.
  - Interns receive site and position-specific procedure, safety, and skills-based training.
- **Observation**
  - Interns may "shadow" a mentor in one or more departments for 2-3 shifts per internship.
  - Internship Applications should identify areas of interest for observation.
  - PHC will determine what observation opportunities are available.



- **Hands-on experience**

Site Supervisors provide interns with real-world progressive experience catered to the educational and professional level and maturity of the intern. Interns will be expected to observe, practice, and engage in productive work. Although the job may occasionally involve “grunt-work,” the internship experience will focus on providing students with professional experience and learning opportunities. Progressive levels of responsibility and experience will be built into the internship whenever possible.

- *Example I: Entry-level office internship progression*

- i. Answer phones, file business documents (if applicable & in-line with confidentiality agreement)
- ii. Input data in departmental database
- iii. Respond to professional emails, follow up emails, etc.

- *Example II: Experienced professional-level intern progression*

- i. Assign projects, such as: research business problems, create / present data with corresponding solutions, etc.
- ii. Review and revise specific program, such as the social media campaign
- iii. Plan or support an event or major meeting

#### **4. Intern Evaluation Process**

Each intern will be assigned a Site Supervisor who will manage the internship experience and ensure that each intern has an opportunity to discuss the experience and receive feedback from PHC on a regular basis. Interns will participate in a written evaluation process no less than twice per term. If the educational institution’s required evaluation process does not state otherwise, each intern will receive feedback and note reflections and responses on the Internship Evaluation and Reflection form in this packet. The Evaluation and Reflection form and any other required employment information regarding the internship will be disclosed to the educational institution upon request pursuant to the authorization for release of information in the Internship Application form.



**STUDENT INTERNSHIP APPLICATION**

Human Resources Contact: \_\_\_\_\_ Title: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

---

Student Name: \_\_\_\_\_ Course Name: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

College / School: \_\_\_\_\_ Internship Instructor: \_\_\_\_\_

Internship Instructor Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Start Date: \_\_\_\_\_ End Date: \_\_\_\_\_ Hr/Week: \_\_\_\_\_

Brief description of learning objectives: \_\_\_\_\_

---

---

---

Brief description of internship requirements: \_\_\_\_\_

---

---

---

---

Areas of interest for observation: \_\_\_\_\_

---

---

---

Attach additional documents if needed.



## STUDENT INTERNSHIP APPLICATION

### STUDENT INTERNSHIP CONDITIONS

I, \_\_\_\_\_, submit this application for a Student Internship position with the Forest County Potawatomi Community, d/b/a Potawatomi Hotel and Potawatomi Bingo Casino (marketed at “PHC”). I understand and agree to the following conditions if I am hired as a Student Intern:

1. I will obtain an Occupational Gaming License from the Forest County Potawatomi Gaming Commission before I am hired, and will maintain that licensure throughout my Internship. I understand that PHC will provide instructions on how to start the process.
2. I will be compensated at the same rate as other employees with similar responsibilities.
3. I will attend all scheduled training and my scheduled shifts in order to fulfill the required hours for my Internship, and follow all requirements regarding requests for time off. I will cooperate with my Internship Instructor and PHC to ensure that all of my hours are timely and correctly recorded and reported.
4. I will follow PHC’s policies and procedures and the rules that apply to my Internship.
5. I will accept my supervisors’ and mentors’ instructions, and carry out my assigned duties to the best of my abilities.
6. I will show progress during my Internship and contribute to the PHC’s profitability.
7. I will sign a Confidentiality Agreement and guard PHC’s and its customer’s confidentiality and privacy under that Agreement.
8. I will demonstrate honesty, punctuality, cooperation, proper grooming, professionalism, and a willingness to learn.
9. I will consult with my supervisor, mentor, and / or Human Resources about any problems or questions that arise in the course of the Internship. I agree that PHC should discuss any issues or concerns with my Internship Instructor.
10. I agree to have PHC share information about my completed training, hours, duties, evaluations, and other personnel file information with my Internship Instructor.
11. I understand that although PHC will work with my Internship Instructor to exchange the necessary information and provide the agreed-upon internship experience, PHC does not guarantee any particular outcome in terms of grades, credits, licensure or certification.
12. I will be responsible for ensuring that my Internship Instructor receives all necessary information to complete my course and credit responsibilities. I will ensure that PHC and my Internship Instructor exchange any necessary and appropriate information.
13. I will participate in Student Intern evaluation and reflection sessions with my supervisor.
14. I understand that PHC has the sole discretion to offer, revise, or terminate a Student Internship arrangement, and that if I am hired, my Student Internship will be at-will employment which is contingent on my compliance with these conditions.

Student Intern Applicant Signature: \_\_\_\_\_ Date: \_\_\_\_\_



## **STUDENT INTERN EXPECTATIONS**

**FOLLOW THE EMPLOYEE RULES, REGULATIONS, AND SAFETY STANDARDS OF THE WORK-SITE AND MAINTAIN CONFIDENTIALITY**

- **Arrive on time for your shift**
- **Have a positive attitude**
- **Be productive**
- **Keep confidentiality**
- **Let your Site Supervisor know ahead of time if you cannot come to work**
- **Be honest and respectful**
- **Exercise self-control**
- **Dress appropriately for the worksite**
- **Communicate with your Site Supervisor or Team Member Relations about any concerns**
- **Don't be afraid to make mistakes**
- **Ask questions to gain a better understanding of assigned tasks**
- **Take responsibility for your internship paperwork and reports**
- **Leave electronic devices and cell phones at home or in your locker**
- **Ask your Site Supervisor to take a photo or video of you doing hands-on work if needed for the internship**

**INTERNSHIP EVALUATION AND REFLECTION**

**Intern Name:** \_\_\_\_\_ **Review Period:** \_\_\_\_\_

**Site Supervisor Name:** \_\_\_\_\_ **Area of Focus:** \_\_\_\_\_

	Site Supervisor Review Score (1-5, 5 being the highest)	Intern Self-Review Score (1-5, 5 being the highest)
<b>Work Habits &amp; Attitudes</b>		
<b>Interpersonal Effectiveness</b>		
<b>Technical Skills</b>		
<b>Quality of Work Accomplished</b>		
<b>Dependability</b>		
<b>Communication Competencies</b>		
<b>Problem-Solving Competencies</b>		
<b>Appearance &amp; Grooming</b>		

**Intern Comments:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Site Supervisor Comments:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_