MAT and HMT Student Intern Spotlights

Jordan Lange: Justice - The Summit, Louisville, KY

A day at Justice involves a lot of selling. At our store, we focus on the customers above anything else. When the traffic is slow in the store, I check in the shipment boxes we received and start processing shipment. Depending on what we get in shipment, I may have to re-merchandise fixtures to fit more items out on the floor. During a normal day, I'll also complete opening and closing routines, depending on my shift time. This includes counting the registers, making or dropping off deposits to the bank, checking and responding to emails, and comparing daily sales to other stores and LY numbers. I am also finding that I am using a lot of what I learned through my education at UK while working at Justice. For example, each morning I have to calculate the sales and tasking hours we earn for each day. We reviewed this is MAT 315. I also put a lot of my visual merchandising standards in to my daily routine at Justice. There are also other aspects as well, such as why the POS system is so important, and marketing concepts. Some advice I have for future students is to search early! It is never too early to start looking for internships.

Natalie Updike- GRACESHIP Corporate Headquarters- Louisville, KY

I keep up with daily tasks, such as checking emails, posting to social media accounts, etc. I also work on specific project depending on what we are focusing on at the time.

I have used knowledge that I gained from most, if not all, of the MAT classes, and well as the classes that I took to complete my business minor.
Julie Sutton: Nordstrom Dresses and Studio 121 Departments- Dulles, VA

A day as an intern at Nordstrom is filled with attending department manager meetings in the morning followed by working directly with customers on the sales floor. I also work directly with my Department Manager to solve customer and department concerns, as well formulating department and sales goals. I even get to help merchandise the floor as well as attend meetings at nearby Nordstrom locations. I am applying my classroom knowledge in this internship in a variety of ways, I am using my visual merchandising skills to create visually appealing and effective placement for merchandise. I also am using my merchandising mathematics to calculate sales goals and daily department goals. One piece of advice I have for future students is to tell them they need to be open to new experiences and learning as much as they can. Asking questions and taking initiative are two very important factors in being successful at any internship. Over the summer I have learned that it is not about coming in knowing everything, but that an internship is coming in ready to learn as much as you can. I have realized that asking questions and learning as much as you can is key to be a successful intern.

Paige Kirtley: Blossom- Lexington, KY

My day begins with opening the store and prepping it for a day of sales. After that, no two days are the same! My main tasks are merchandising the apparel, creating displays, and working on the store's website. Busier days are more focused on personal selling, and creating relationships with clients. I think about the merchandising knowledge I've learned over the past four years often while I am placing and arranging inventory. Placement can have a significant impact on the success of a product and appeal to a customer, and the things I've learned in class help me make the best judgment for Blossom. While working for free seems unappealing, some of the best opportunities and experiences can be with unpaid internships. I would tell students don't shy away from applying to an amazing internship just because it may be unpaid. Over the summer I've learned a lot about connecting with a specific target market to create the best possible shopping experience for a customer. Selling maternity and children's clothing was new to me, but as I learn more about their needs and wants, I feel like I am able to establish positive selling relationships.
Amy Mittenzwei: J.Crew- Lexington, KY

I've been able to see a lot of information that I learned in MAT 237 be put in place throughout the store. Different techniques of displays in windows and throughout the store have been a lot easier to implement since I knew the terminology through MAT 237 as well. Preparing for floor sets we have also used several techniques that I learned about in my earlier merchandising classes focusing on the flow of the store based on table placements and where certain merchandise is located as well. I've been able to reference a lot of information that I've learned in my class which has been really beneficial for my internship. I would tell future students to be willing to work hard and go above and beyond what is asked of you. Internships can lead to great job references or even a permanent position after you graduate! One thing I've learned is to improvise, sometimes when putting together visual displays or floor sets there are guidelines sent from the corporate headquarters that aren't feasible for our store to do. In cases like this we need to be creative with supplies that we have and do what we think will work best in our store environment. It leaves a lot of final decisions up to the visuals team which has made it a great experience.

Meredith Gross: Amanda Uprichard- New York, NY

My day as an intern is spent organizing binders or documents for my internship supervisor or other employees in the office. Throughout the day I am also consistently faxing orders and confirmations to showrooms and filing orders and return requests into our account binders. I sometimes have to run errands to our showroom to drop off/pick up samples or go to the fabric store. We also update our store inventory a lot, because constantly orders are being shipped out, returned, and cancelled and we want an accurate number of what we have in each style and color. I am also asked to give feedback or input on styles, colors, and prints for the clothing line daily. Amanda Uprichard includes me in a lot of the decisions for the company, which makes me feel that she really values my opinion. I am applying a lot of classroom knowledge I have gained through basic computer skills, researching for the company, fabric classification and vocabulary, accounting, and merchandising vocabulary. I use accounting; merchandising vocabulary, research and computer skills for most of the tasks Alyson assigns me. I also use fabric classification, fabric vocabulary, and computer skills.
Erin Southard: Kleinfeld Bridal- New York, NY

Every day every intern is paired with a different bridal consultant for the day. We get to assist the consultant with her appointments. We start out each appointment by asking the bride questions about her wedding, fiancé, and what her dream wedding dress looks like. From that, the consultant and myself go back into the stock room and pull dresses for her. The stock room is arranged by styles and designers. I get to pull three dresses I think the bride will like and what style will look best on her and the consultant I work with pulls several other dresses she believes are best.

My advice would be to tackle your dreams and be fearless. Moving to New York City by myself without knowing anyone was a very frightening thought. I have had to pinch myself multiple times since I have been in NYC to make sure this is not a dream, I am having the absolute best experience this summer! But going into this internship I had to stay positive and not let my worries get the best of me. Got to stay fearless!

Lexy Ball: RMO-Wetherly- New York, NY

My typical day as an intern here is to come into work start on press searches for celebs/bloggers that are wearing our merchandise, update excel sheets, send out merchandise to editors/stylists every day, sometimes even celebrities directly, and keep the show room shoe closet organized.

I am applying my classroom knowledge by knowing certain textiles that I have learned and by using the Microsoft Certification I had to get for my Marketing degree. We use Excel, PowerPoint, and Word on a daily basis. Without having my certification I think I would be very confused and not be able to do my job to my full potential.

I have learned that this is a very fast paced industry. You have to always be double checking your own work and the work of others. I’ve also realized that in this industry it is all about who you know. Also that people move around jobs constantly in order to get the best job, most knowledge, and best pay.
Kate Longarzo: Marie Claire Magazine at Hearst- New York, NY

I come in early, and will organize anything I know we need to accomplish that day. Some days I know we will be working on sample requests for shoots, or conducting research for television segments. Every day is completely different. Some days I'm on set for a photoshoot, some days I'm in the office. It all depends on what my supervisors, Zanna Rassi and her assistant, are working on. I've been able to work on set with Target, Intermix, E! News, and other projects. I'm very grateful! On days in the Marie Claire offices, I'll work with Zanna's sample pulls in the fashion closet, or gather trend research for her. I've researched fashion trends from Resort 2015 to Maternity Style tips, and practically everything in between.

So many of our classes have helped prepare me for this internship! One day I was having to research the advantages and disadvantages of working with, and wearing, different fabrics. It was amazing to see how much information I found was also taught in our MAT120 class. I've learned that everything from industry terms to fashion history come in handy later on in the workforce.

Julie Hering: ALDO – Lexington, KY

My typical day as an intern is opening or closing the store, interacting with customers, selling, coaching other employees, visual merchandising, communicating with the store manager and the district manager and sometimes moving new product to the selling floor.

I use many visual merchandising techniques to create our visual displays, management techniques to inspire and coach part time associates, and fashion forecasting to put groups of product together for our given trends that change twice a year.
Sydney Fulkerson: Splits59- Marina del Ray, CA

A typical day at my internship consists of blogger research, posting on all social media platforms, updating the blog, constructing marketing research, reaching out to potential bloggers, and keeping up with social media trends that would apply to our company.

I am using a lot of marketing skills, merchandise verbiage, and communication skills in my internship that I learned in the classroom.

Kelcy Perry: Target- Lexington, KY

I would advise future students to take LOTS of notes as you go!!! I filled up almost half a notebook in the first two weeks and just writing it down helps you remember things better even if you don't ever look at it again, although I suggest you do!! Target has one of the best internships I have heard of. It is the only one I have been a part of, but they really set you up for success. I would 100% recommend it to anyone and everyone. Over the summer I learned that your career is not about making friendships; it is about being respectful and kind to fellow employees but also demonstrating courage and handing out tasks appropriately. You do not want to be a drill sergeant but still want the respect to know that if you ask someone to do something they will take it seriously and accomplish it with flying colors.
Katie Hahnel: Showroom delfina, New York, NY

Being able to identify certain fabrics has helped when I'm trying to describe a product to a client. It also reassures them that you know what you're talking about. Along with this, knowing the basics of Excel has been HUGE. Almost everything that we do in the showroom is done on Excel spreadsheets, so that knowledge has been very helpful.

Don't be afraid to accept an internship that isn't paid. Many of them aren't-- especially in fashion. However, the experience that you gain is worth the long hours and lack of monetary payment.

Jessica LaRoi: Talon Winery- Lexington, KY

A day at Talon Winery includes a variety of tasks including working in the office dealing with Wine Club, working in the Tasting Room and delivering customer service (wine tastings), giving tours of our facilities to brides that are interested in getting married there, helping with offsite events (organizing and getting everything ready), watching the supply inventory, and even helping with the wine making process. HMT and Marketing courses gave me the knowledge I needed to apply and succeed in my internship. This is because I am helping out a lot with Talon's Wine Club. Through my courses I knew how to promote/advertise our membership. Some advice I have is to find an internship where you can get experience in a variety of different areas. It will help you broaden your knowledge and get a better understanding of the company. The main thing I learned at Talon was that organization is extremely important, whether it is with scheduling events or keeping track of inventory, it is crucial to complete all tasks.
Kaitlyn Yocom: Sandestin Golf and Beach Resort- Sandestin, FL

My typical day as an intern varies depending on what day of the week it is. On Mondays and Tuesdays I help the Accounts Receivable department by working on credit card disputes and helping solve guest issues. On Wednesdays and Thursdays I work with the Accounts Payable department to pay all of the bills for the resort. On Fridays I work with the General Ledger staff on reconciling different accounts. Knowing how a hospitality business is run has helped so much since I work on the actual business side of everything. I have been able to apply this knowledge when trying to learn the systems of our resort. I have also been able to use my classroom knowledge when resolving guest issues because of the background knowledge in customer service I had before I got to Destin, FL. I will tell future students to make sure they don't settle for just any internship just to fulfill the requirements of the degree. Find the internship that you think you would love and then don't settle for anything else. If you haven't found an internship you like then just keep searching until you do. During my internship I learned that every business is different. There is so much more that you can learn by being out in the workforce that can only build on what you’ve learned in the classroom.

Kelsey Oliver: Yum! Brands Meetings and Events Department- Louisville, KY

I spend the majority of my time conducting research for upcoming meetings and events that typically support our chairman and leadership team.

I enjoyed using my classroom knowledge in my internship. My hotel background has helped me get through a lot of meetings and I don't feel a step behind. It helps to be passionate about what I do as well. I can now see why the business aspect is incorporated in our major. I also use Microsoft programs daily. I would advise students that this is your internship; therefore make the most out of it because you never know the places it will take you or the people you will meet along the way. It's also exciting because it is a new start to create yourself into the person you want to be known as in a professional setting. I think the most important thing I have learned so far is to build your network. I have at least 1 meeting a week with someone in a different department so that I can build my knowledge about what they do and how they could help me in the future. It helps to be resourceful because you never know what could happen, especially in our industry.
Lauren Lee: The Leukemia and Lymphoma Society - Lexington, KY

My day starts off each morning with checking emails. I then go around Lexington building awareness for our *Light The Night Walk* which will be happening in October. I distribute flyers and donation balloons and collect in kind donations from local businesses. It is an absolute blast! And knowing that my work helps with blood cancer research and spreading awareness of such a great cause is extremely rewarding.

I am using a lot of classroom knowledge from all of my previous courses at UK for my internship. Probably one of the most surprisingly helpful courses that I used each day was a computer course I took. I am constantly working on Excel and other Microsoft office programs so that course is very helpful with my day to day assignments. I would advise students to make sure that you are going to work somewhere you are passionate about- that way there are never days that you do not wish to go into the office. One key thing I learned during my internship was that each day you come into the office not knowing what to expect. I often thought that a desk job would be boring and repetitive however every day that I come into the office I was met with a new and exciting challenge to overcome.

Lindsay Webster: Hilary J. Boone Center - Lexington, KY

I am able to use a lot of my service industry skills that I learned in my service management class and apply it to how I interact with our members at the Boone Center in person and on the phone. When I work with our accounting/billing division I am able to use the skills I learned in my accounting and finance classes to help make the connections and learning process easier. Also my food preparation class has helped me a lot since I have been working with our servers and handling the food in the kitchen. Every single hospitality class that I have taken has related to my internship in some way since I am working with all of the divisions at the Boone Center like the event planner, serving staff, event coordinator, accountant, and chefs. I would tell future interns to never hesitate to ask any questions during your internship. Anything that you learn during your internship can help you in some way towards your future career choice. Always stay on task because you never know who might be watching and evaluating you on the job. Also try and meet as many people as you can because it's all about who you know and you just might get a job opportunity down the road. One key thing I learned during my internship is that event planning takes a lot of time and organizational skills in order to stay focused and on track with each individual event. Another thing that I have learned along with time you have to be very detail-oriented in order to keep guests and staff members happy.
**Morgan Whitney: Spruce Meadow; Calgary, AB**

“My day consists of planning and working various corporate events, weddings or horse shows depending upon the season. Every day is a bit different and brings new challenges, which I am always excited to face. I feel that the knowledge I obtained in classroom settings has given me a good base that I can build upon to make it more specific for my career path. I would tell students to make sure you do your homework on the company before you begin. Know what their reputation is as well as the strengths and weaknesses that they have. Take the time to learn everything that you can, whether it is on or off the clock in order to make yourself a more enlightened individual and a greater asset to the company. The main thing I learned this summer was that above all, a sincere smile and a good attitude can make any situation better.”

**Colleen Haggarty: Pippin Hill Farm & Vineyards- Virginia**

I answer a lot of inquiry emails about weddings and dates. I work closely with kitchen staff to create BEO’s and work on catering. I give tours to couples who are considering booking their wedding at Pippin Hill. I also work daily on media posts, including Instagram, Facebook, and Pinterest. Weekends are typically spent dedicated to weddings, which include helping set up, working with service staff, and helping the event planners.

I'm learning a great deal about the programs that professionals use in this industry. It will be great to bring back to UK and try to use in classrooms and with clubs.

I strongly recommend this company to anyone looking to get into this industry!
**Alyssa Masterson: Bluegrass Hospitality Group - Lexington, KY**

I work closely with the marketing director and social media coordinator, emailing managers from Drake's stores, attending meetings, attending different events, ordering signage, and running different errands. Make sure you find an internship in a field that you really would like to work in after graduation because it is a lot of hard work and a huge change!

**Micah Fetick: Jimmy John’s - Lexington, KY**

In these past 10 weeks, I learned a lot about the company and the industry that I didn’t know about prior to my internship. In turn, they have taught me things that will stick with me for the rest of my life. This time with Jimmy John’s has allowed me to also learn a lot about myself and what I am capable of. I have been told my whole life that I am a leader and I believe that during this internship I have seen this come to fruition.