Becca Alley

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**Learning Objective #1**

The objective I chose to focus this evaluation on is, “Make and answer phone calls, send email correspondence, file documents, organize supplies and perform any other duties as requested and assigned”. The first few weeks of my internship I was placed in charge of answering phone calls and most importantly making phone calls to the families of our Wish kids. This required me to be formal and understanding with people I had just barely met and to best answer questions, be courteous and willing to make the families comfortable, as well as gain accurate information. The majority of the calls I make at Make-A-Wish are the first contact we have with those families, thus first impressions are extremely important. All Spanish calls are directed towards me, which makes the families who are semi-fluent feel more at home in their native tongue.

As the weeks have progressed I’ve also emailed past Wish Kids families for pictures from when their wish moments came true. A few weeks ago I was asked to research and present a project idea and the cost of having it completed. We are redoing a TAC board that holds pictures of every kid that will get a wish within the next half a year. The responsibility was mine to pick the sizing; mating frame, color, and design of how I wanted the whole picture to come together. On Occasion I am asked to put together folders for our “wish granters” and “volunteers”. This requires gathering of paperwork, coping, and assembling. One of the bigger tasks I was put in charge of was translating two very important documents that are sent to the wish families, into Spanish. The first is the official welcome and acceptance of the kid to the program, informing the family that he/she has been selected to have a wish granted. The second was a 5-6 page packet as a guide for the parents of expectations and requirements.

Through the process of completing this objective I have learned primarily that reaching out in a service to others is very fulfilling. The type of environment I get to be in everyday is nothing short of the best. Everyone there knows what their purpose is, as part of the big picture, we all do our best and with a cheerful perspective. Every life, every wish is equally important and unique. I have learned to have a more accepting outlook on life in general and I have a new motivation to look for a career that focuses on others and always placing them first and foremost. Taking calls is probably the second largest area I’ve felt my personal growth in. Through observation and experience I have evolved my lingo to adapt with the listener/responder as well as how to make quick connections over the line. Those in charge of Program Services at Make-A-Wish are quick to help me as soon as I ask. They are always training me on new things before I attempt them for the first time and assisting with my unanswered questions.

Make-A-Wish is a very well-known organization and is nationwide; I have thoroughly enjoyed becoming familiar with it and to be a part of the team. I have assisted some events and have gotten a back stage glance at what goes on into making each wish possible. The diverse atmosphere of the internship makes me better-rounded and more outgoing as an individual. I am more confident in what I want to do and achieve goals than I was before. I believe my resume will better reflect my top priorities in life and those hiring me would be even more so able to see it in an interview.