

## Intern Guidelines

Pam is your primary point of contact each day. She will either give you an assignment to work on or direct you to speak to another staff member and get a task from them.

You are entitled to an hour break each day. There is not a set time to do this, but when you decide you would like to leave, you must run it past Pam first. If she is not in the office, ask Meredith or Christian.

If you are not going to be able to come to work for whatever reason, you must email or call Pam ([REDACTED] 202-886-4676).

When you are done with the project, you need to follow up with that staff member. If they are not in the office or available to speak with you, find Pam and see if there is something else that needs to be done. If she is not available you should log into IQ and begin assigning emails. This is always your fallback task.

This is a very busy office. The phones ring a lot. You should be backing up Jeremy with this. If you are not comfortable doing this, let me know and we will try and walk you through it. In the meantime, here are some basic rules:

Use the phone phrases:

May I ask who is calling?

May I tell them who is calling?

Please hold or one moment please if placing the call on hold.

Phone phrases not to be used:

Hold on.

Just a second.

Who is this?

There will be times where the staff is not going to be able to give you the time and guidance you require. It is up to you to be proactive and either ask someone else if they need help or to work on IQ. The Congressman expects his staff, including interns, to be as busy as he is. If you find yourself with nothing to do, this is a problem.

The most important thing to remember is, ask for help. Do not sit quietly at your desk hoping someone will come up and ask if you need help. Interns are important to the functions of this office and we rely on them daily. If you have any questions about these guidelines or anything else, please ask me or Mike.