

Learning Assessment

The company should monitor the intern's progress to determine when, if applicable, the intern is ready to assume the task. This form will help to assist in determining if these basic learning objectives are met. The student should obtain all observable projects and meet these objectives on their own, with the assistance of a senior employee or attained within a few hours.

	Yes	No	With Assistance
Greet customer/answer phones			
<i>Intern has observed senior employee</i>			
<i>Intern has completed this objective</i>			
Determine customer needs			
<i>Intern has observed senior employee</i>			
<i>Intern has completed this objective</i>			
Propose solutions to the customer's needs			
<i>Intern has observed senior employee</i>			
<i>Intern has completed this objective</i>			
Prepare the invoice/charge the customer			
<i>Intern has observed senior employee</i>			
<i>Intern has completed this objective</i>			
Order the material/sell the product			
<i>Intern has observed senior employee</i>			
<i>Intern has completed this objective</i>			
Conflict resolution			
<i>Intern has observed senior employee</i>			
<i>Intern has completed this objective</i>			
Product knowledge			
<i>Intern has observed senior employee</i>			
<i>Intern has completed this objective</i>			
Preparing the customer for product delivery			
<i>Intern has observed senior employee</i>			
<i>Intern has completed this objective</i>			
Product delivery/job installation			
<i>Intern has observed senior employee</i>			
<i>Intern has completed this objective</i>			
Customer satisfaction			
<i>Intern has observed senior employee</i>			
<i>Intern has completed this objective</i>			