

SUMMER 2016



LINDSEY MCMILLAN
FIELD EXPERIENCE: AAA NORTH
DAKOTA, FARGO
POSITION: TRAVEL INTERN

PRIMARY RESPONSIBILITIES:

- COMPLETE THE COMPREHENSIVE TRAINING PROGRAM AAA PROVIDED, WHICH INCLUDED BUT WAS NOT LIMITED TO; ONLINE LEARNING COURSES, VENDOR TRAINING, CLASSROOM TRAINING, MOCK QUOTES & PACKAGES, ATTEND MEETINGS & CONFERENCE CALLS.
- SHADOW PROFESSIONAL AAA TRAVEL CONSULTANTS

PROJECT:

MEASURED THE BENEFICIAL EFFECTS OF ONGOING TRAINING IN THE WORKPLACE.

FINDINGS:

- ONGOING TRAINING HAS POSITIVE EFFECTS ON STATISTICAL DATA ASSOCIATED WITH EMPLOYEE ACTIVITIES
- ONGOING TRAINING IMPROVES UNDERSTANDING AND CONFIDENCE OF EMPLOYEES

TOP THREE THINGS I LEARNED:

1. TREAT EVERY CUSTOMER WITH AN EQUIVALENT AMOUNT OF RESPECT AND SERVICE, YOU NEVER KNOW WHAT POSITION THEY MIGHT BE IN.
2. ALWAYS TAKE THE OPPORTUNITY TO NETWORK.
3. YOU DON'T HAVE TO KNOW THE ANSWER TO EVERYTHING, YOU JUST HAVE TO KNOW HOW TO FIND IT!



INCLUDED
SPONSORED
TRIPS TO
DETROIT &
CHICAGO