

Portage Northern Business Department Job Shadow | 2018

Directions: You are required to answer every question. If a question does not apply to your job shadow experience, put N/A in the answer slot. Spellcheck does not work when typing in the form fields. You will have to type your answers on a separate Word document to use spell check, then you can copy and paste your response into this form field.

Company Visited:	Great Lakes Plumbing and Heating		
Student Name:	Brianna Quillin	Date Job Shadow Took Place On:	April 10, 2018
Person Job Shadowed:	Autumn Lee	Job Title:	Receptionist

1. Explain the business – What does this company do?

Fixing and installing heaters and plumbing for customers when needed.

2. What was the first thing you noticed when you arrived (about the facility, people, dress code, etc.)?

The workers were outside getting ready for the days work. Inside where the reception area is was clean and organized.

3. What does a typical day look like for the person you shadowed?

a. Hours?

Typically works 6 hours,
Monday through Thursday 8 a.m. - 2 p.m.
Friday 11 a.m. - 5 p.m.

b. Job Duties/Tasks?

Answer phone calls, prepare work orders, and plan worker's weekly schedule

c. Meetings?

N/A

d. Work Environment?

The work environment is friendly, clean, and laid back. The work space seems like a stress-free environment.

e. Who do they interact with? (Colleagues, customers, clients, etc.)

Reception interacts with a lot of people, colleague, clients, and customers. She has to talk to the customers when it comes to the services they desire, and then she informs her coworkers.

f. Travel opportunities?

N/A

4. Share with the reader the shadowee's background information/career path.

a. How long has this person worked in the position?

She has been working there almost a year, she started May 2017 and has worked there ever since.

b. What education was achieved?

She achieved her GED (General Equivalency Degree) before receiving this job.

c. What motivated your shadowee to pursue this career?

She didn't want a job that required manual labor and lots of physical work.

5. What types of skills/training/continuing education are required for this job (Technical? Employability? Personal Characteristics?)

They train you on site if needed, but having experience with accounting, and quickbooks then it will be easier for you to achieve the job.

6. What are the career opportunities/advancement opportunities for this job/field?

If the company expands then she will be promoted, if promoted she will be put in charge of payroll, but she is unsure if they will expand or not.

7. What are the negative/positive aspects about this job?

a. Negative

Dealing with negative and rude customers

b. Positive

Her coworkers are friendly and she likes that it is an inside job

8. What advice would you give to students who want your type of job?

Practice customer service skills, also be good at multitasking

9. What school subjects and employability skills did you see being used at the job site? How were they used?

Accounting and math: when dealing with how much a certain service costs, and creating work orders and using quickbooks

10. If discussed what is the average salary range and/or benefits package of this career?

N/A

11. What did you learn from doing this job shadow?

That receptionist don't really have the easiest job, they have a lot of patience when it comes to dealing with angry customers. Receptionists are supposed to know the in's and out's of the company they work for.

12. What did you think/feel about the job shadow experience, what did you like/not like?

Was the job what you expected it to be? Would you still consider this job for your future?

Please state why or why not.

I enjoyed the job shadow experience and would participate in it again, job shadowing for Ms. Lee has shown me I would like an office job in the future. Watching her has also shown me that receptionist has a lot to do when it comes to their place of work.