

[Redacted]

[Redacted]

Contact Name and Phone Number:

Volunteer Location: Macy's

[Redacted]

STUDENT SERVICE HOURS LOG SHEET

Name [REDACTED] Phone [REDACTED]

Email [REDACTED] Service Site MAGY'S

Supervisor's Name [REDACTED]

DATE	TIME IN	TIME OUT	TASKS COMPLETED	SUPERVISOR INITIALS	TOTAL HRS
Sunday					
Monday					
Tuesday					
Wednesday					
Thursday					
Friday					
Saturday	10AM	12PM	merchandise	AB	2
Sunday	12PM	2PM	shipment	AB	2
Monday	2PM	4PM	stock	AB	2
Tuesday	4PM	6PM	retail	AB	2
Wednesday	8PM	9PM	merchandise	AB	2
Thursday					
Friday					
Saturday					

I verify that all information submitted in this log is accurate.

Total hours 10

Student Signature [REDACTED]

Date NOV. 5, 2014

Log sheets are to be submitted to the Service for Social Action Office every two weeks for on-going assignments & within one week after the completion of a one-time project. Site supervisor should initial each entry in this log. If you have questions, please contact Jill Kriesky at x6243 or Erin McDonald at x8728 at the Service for Social Action Center, ASC 112C.

[REDACTED]

Professor Schmidt

MINF 2201

1 December 2014

Career Civic Duty Volunteer Extra Credit

During my career civic duty I chose Macy's as my volunteer experience after seeing there was a position open for an account executive. During my observation hours I was paired up with one of the account executives for Fashion Fair cosmetics and her name is Andrea Bryant. After introducing ourselves, she went over the counter and showed me around the area so that I could get familiar with the location for the few days that I would be there. Upon explaining the location she went into further details about her products and how they are beneficial to her customers. She even tried on a couple products on me just so I could be an example as well for the customers. Bryant's job responsibilities consisted of not only meeting her sales goal that Macy's had set for her, but she has to also make sure that her other Fashion Fair locations are making their sales goals as well. Her job seems complex from the outside looking in, but her job just requires a lot of thinking and time management. With Bryant's help during the week of observing her she taught me how to run different systems, advertise her counter positively, and how to have control over sales goals.

The way that Bryant made her goals at the end of each day was always driving her sales, making her customers happy, and always keeping up with the daily numbers of sales that she made each day. Furthermore, my task for the whole week of volunteering

[REDACTED]


and observing at Fashion Fair was to create a record of the numbers of merchandise that were in the counter's glass display and in her behind the counter drawers. Bryant demonstrated how to count stock, place merchandise alphabetically, and sale a few items so that I could get more comfortable. The hardest part of my experience during observing at Fashion Fair was keeping up with all of the numbers and getting familiar with the computer system. My favorite part of observing was selling and listening in on conference calls between Bryant and her other representatives.

Before we began, Bryant explained to me that during my week of volunteering that I would have some hands on work with computers. At first I thought that the task would be hard, but when she introduced me to the systems I began to loosen up to her advice. The microcomputer correlation involved during my observation was setting up flyers, making labels, and preparing presentations for her when she went to her daily meetings. The method I used to create flyers for her counter and her customer was Microsoft Word and Microsoft Publisher. Microsoft Word was mainly used to create her labels; WordArt design was something commonly used to help make her labels look lively and Microsoft Publisher was geared more towards her flyers due to the fact that there were a wide variety of templates. Making presentations for her meetings was the part that had the most intrigued because Bryant gave me the freedom to be creative and use my own ideas. I loved that she didn't make any changes to the presentation and how impressed she was with the presentation. To make the presentation I used Microsoft PowerPoint and in all there were 20 slides and I used animations on only the title pages.

[REDACTED]

The PowerPoint presentation touched basis on how Fashion Fair could grow as a company and what sales goal they were facing going into 2015 and how the company has grown in 2013 from 2014. The last thing I had to assist with was creating new spreadsheets for the current week and the month of December. Making her spreadsheets was the most challenging out of the entire task because I had to compare years and keep up with a lot of numbers.

Observing with Bryant, I gained a lot of information that could help guide me in my future. She taught me how to operate a computer system called Samson. Samson is a computer system that is used for billing when a customer is inquiring about their Macy's account. The system was pretty difficult to run at first and I was intimidated, but in a little time frame I was maneuvering through the system more quickly. Samson was not the only microcomputer knowledge gained during my observation hours; there were two other computer systems that I got the chance to get familiar with. TOM was another system that helped me through volunteer training. TOM is a system that keeps track of all the transactions in sales daily. It gave a run down of all of the sales goals, if the sales goal is met, and last years sales goal. The last system that I went over was a system called Remedy. Remedy helped Bryant keep track of how the other store locations are doing with their sales in Fashion Fair, but most of all she was checking to make sure the other locations are meeting their sales goal. If the people in the other locations were not meeting their sales goal, she would issue an email out to help drive sales. I remember her reactions to when she seen that a location was not doing a good job, she didn't belittle



them or make them feel less incompetent. I admired how she uplifted the other locations and how motivational her speeches were. The way she handled the situation made me take heed to her reaction because one day I may face a situation similar and I want to handle my situation in the exact same fashion.

My civic duty volunteer opportunity at Macy's was an overall good experience. During my experience I learned how to work with numbers and metrics and I applied the knowledge I learned during the semester to help make Excel spreadsheets to help with computing numbers efficiently. Andrea Bryant, the account executive made her job look easy, but she has a lot of responsibility and a lot of people to keep track of. She seemed really passionate about her position and she expressed every time I was in attendance with her. The people that work for her didn't seem intimidated; they shared their ideas and were confident when they were talking with her because she valued their opinion. Bryant was an ideal executive, she was pleasant to be around, helpful, and most of all good at her position. My task during the volunteer experience was to keep track of numbers, interacting with customers, and making sure I am attentive during conference calls with Bryant. I'm glad that I did the experience because Bryant's job description fits into my degree as a business major. I was impressed with everything she taught me just as much as she was impressed with how I handled the task she put forth for me to do during my observation hours. Not only did the experience help with confirming my decision to continue to be a business major, it also helped me to make a connection with someone that can help me after graduation.