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LONDON INTERNSHIP HANDBOOK



WELCOME

Congratulations on your decision to add an international dimension to your education! The Internships team here at CAPA are delighted that you have chosen to do an internship. As the term progresses, you will find that you are not only gaining invaluable INTERNATIONAL experience, but you will also be making important contacts as well as many new British friends.

You may find your first few days here a little overwhelming as you acclimatize yourself to your host country and your new routine. Although England may at first appear similar to the United States, in many ways things are done differently. Remember, you are the guest and adapting to change will help to improve your career prospects. Patience and appreciation of cultural differences are key requirements, particularly during the first two weeks of your internship, as your site gets to know you and how you work.

We want you to have a satisfying and successful internship and will do everything we can to facilitate this. In return, we know that you will have realistic expectations and the right attitude. It is important that you are flexible and it is imperative that you communicate on a regular basis with us as well as with your site supervisor. It couldn't be easier. You only get out of your internship what you are willing to put into it. Have a wonderful term and make it the best experience of your life!

Best wishes from all of us!

The CAPA Internship Division

PERSONAL INFORMATION

If found, please return to:

Name _____

Address _____

Phone: _____

In case of an emergency, please contact:

Name _____

Relationship _____ Phone: _____

My contacts here in England:

Name _____

Phone: _____

Name _____

Phone: _____

PERSONAL CONTACTS

NAMES

ADDRESSES

PHONE NUMBERS

ENGLAND & THE TRAVELER

Size: 50,085 sq miles (129,720 sq km); slightly smaller than Oregon

Population: 51 million

Capital: London
(metropolitan pop. about 7.4 million)

People: British (English - Anglo - Saxon), Scottish decent, Welsh decent, Irish decent, Caribbean decent, African decent, Indian decent, Pakistani decent, Arab decent and Asian decent.

Official Language: English

Religion: State religion is Church of England (Anglican)

There are many other religions including: Sikhism, Judaism, Hinduism, Church of Scotland (Presbyterian), Roman Catholic and Muslim.

Currency: Pound

Provinces: 40 Provinces / 28 Authorities

Government: Constitutional monarchy / Parliamentary democracy

Head of State: Queen Elizabeth II

Prime Minister: Tony Blair MP

Elections every 4-5 years

Climate: England's climate is temperate with warm wet summers and cool wet winters. It is variable from day to day and throughout the country as a whole.

The west coast and mountainous areas receive the most rain; the east coast, particularly in the north, is colder and windier. The southeast is sunnier than the north with less rain and a climate approaching the continental. The southwest has overall the mildest climate.

National Flower: Rose

National Sport: Football (Soccer),
Rugby, Cricket

National Tree: Oak Tree

National Food: Fish and Chips, Roast Beef
and Yorkshire Pudding, Bangers and Mash
(Sausages and Mashed Potato)

ENGLAND & THE TRAVELER

Fun Facts:

In Britain there is no written constitution.

The UK is further north than any US city except those in Alaska.

Although the name "Big Ben" is commonly used to refer to the famous clock tower at the top of St. Stephen's Tower of the House of Parliament in London, the nickname is more correctly applied to the bell within the tower. It was named after Sir Benjamin Hall, who was the Chief Commissioner of Works at the time.

The flag of Britain is commonly known as the Union Jack (which was derived from the use of the Union Flag on the jack-staff of naval vessels).

England forms part Great Britain along with Wales and Scotland.

Britain ranks 18th in the world population size.

Great Britain and Northern Ireland make up the United Kingdom (UK).

CAPA'S Picks:

Poshest Palace: *Hampton Court*

(Former home of King Henry VIII)

Craziest Circus: *Piccadilly Circus*

(Home of most of the nightlife in London)

Incredible Independent Travel: *The Lake District*

(Great lakes with amazing scenery)

Sauciest Spot: *Blackpool*

(Oldest sea side resort)

Best Brew: *Tea*

(More than in India!)

Breathtaking Beaches: *Cornwall*

Coollest Clubs: *Brighton*

For more departure information on London:

www.letsgo.com

www.britishcouncil.org

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CHAPTER 1

Know before you go...

MONEY MATTERS**Before You Leave**

Contact your credit card company for emergency phone numbers to use while overseas. If your credit card is lost or stolen, you can call toll-free to have an immediate stop put on its use.

The telephone numbers in the UK are:

Master Card	(0800) 964 767
Visa	(0800) 891 725
American Express	(0800) 892 333

Ask your bank for a list of correspondent banks in case you need to have funds transferred to you. Check that your PIN will work in the UK. Ensure you have the phone number of your local bank for any emergencies.

Purchase \$100 to \$200 British pounds to take with you to handle any costs until you can get to a bank.

Receiving Money from the US

The easiest and most economical way is to have money deposited into your USA account for you to withdraw overseas via ATM. Be sure to leave deposit slips with your family.

Another easy, though potentially expensive, way is to have the money wired to a correspondent bank in the city where you are staying. A good idea is for both you and your family to have a list of your USA bank's correspondent banks overseas. Then you can decide exactly which bank is closest to you and money can be wired directly to that bank. Take your passport when you claim the funds.

Currency

Britain's currency comes in pounds (£) and pence (p). Coins come in denominations of 1 pence, 2 pence, 5 pence, 10 pence, 20 pence, 50 pence, 1 pound and 2 pounds. Bills/notes come in £5, £10, £20, £50 and £100. Britain uses the same breakdown as in the States with 100 pence equaling one pound just as 100 cents equals one dollar. Always check the exchange rate or you may not realize how much you are spending!

Banks

You probably won't be able to open a British bank account while you're in the UK unless you're staying for more than six months. Banking is more of a closed system in which paperwork is only done for potential long-term customers, unlike in the States where all you need is the cash. You will be able to withdraw money from ATM's at most banks; helpful information regarding ATM's is explained below.

Automatic Teller Machines (ATM's/Cash Points)

ATM machines, or "cash points" as they're called in the UK, are very common. ATM's usually get the same exchange rate as your credit cards. In major cities, ATM's are readily available in banks, airports and post offices.

If you're considering using cash points, your card must be on the International ATM Network and the PIN for your card must have four-digits. Some newer cards in the States have six digits; they won't work over in the UK, and you should discuss this with your home bank. Also, realize that your PIN is a number, not a series of letters. Cash dispensers in the UK do not list the letters, so know your PIN numerically before you get caught in a jam.

IMPORTANT NOTE: There is often a limit on how much you can withdraw from your account daily. You should inquire with your bank about any charges they may impose for withdrawing money overseas. Check into a new type of ATM account for getting money overseas called Visa Travel Money, wherein you receive a cash card in the amount of money in your USA account.

Cirrus and **Plus** are the most popular ATM accounts accepted in the UK; other names from the States will be of little use. The symbols for Cirrus and Plus will be on your card, but they should also appear on the machines themselves. If they don't, find another machine. Cash dispensers often eat cards they don't consider valid, so match up the symbols before you stick the card in.

If you utilize cash dispensers and experience difficulty, contact your home bank to ensure that your account is properly designated for international access.

Traveler's Checks (Traveller's Cheques)

This is the safest way to carry money when traveling and, in major cities, traveler's checks are often accepted as cash. Thomas Cook and American Express are the most widely recognized. If you see any "Bureau de Change" or "Chequepoint" offices, casually walk the other way. They often charge outrageous commission fees and give very poor exchange rates. Go to a bank or a branch of Thomas Cook or American Express instead.

Leave a copy of traveler's check numbers at home and keep check receipts in a separate place overseas. Record the number when you cash a traveler's check. In the event they are lost or stolen, traveler's checks can be replaced if you have the check numbers. Ask the US issuing institution for a list of their foreign offices. Set several checks aside for emergencies.

American Express Branches (continued on following page)

78 Brompton Road
Across from Harrods
Tube: Knightsbridge
Tel: (020) 225 0441

84 Kensington High Street
Tube: High Street Kensington
Tel: (020) 7795 6703

Whiteley's Shopping Centre
Unit 33 Ground Floor
Tube: Bayswater or Queensway
Tel: (020) 7221 7190

Toll free number for lost checks: (0800) 52 1313

Thomas Cook
Inside HSBC Bank
Gloucester Road
Tube: Gloucester Road
Tel: (020) 7373 1591

Kensington High Street
Opposite High Street Kensington Station
Tel: (020) 7937 3995

Toll-free number for lost checks in the UK: (0800) 622 101
Number from anywhere in the world for lost checks: +44 173 331 8950

Credit Cards

Most major credit cards are accepted overseas. Credit card currency conversions are as accurate as they can get and your bill will serve as a reference, if something is lost or stolen. Always keep a record of how much you're putting on your cards and try to stay under your limit or you might find yourself in a sticky situation.

It is important to take care of your cards. Don't store them with the magnetic strips facing each other and keep them from getting scratched.

Lost or Stolen Credit Cards and Traveler's Checks

After making sure that the item is actually missing, report it to the nearest police station and get a receipt. This is needed for any further steps you need to take to replace the missing items. **IMPORTANT NOTE:** Cash is not replenished.

WHAT TO DO IF YOU LOSE YOUR PASSPORT

Don't panic. There are ways of getting a replacement passport. First you need to report your passport as lost to the local police station and to the American Embassy Passport office. You will then need to go to Central London to visit this office in person. See below for the procedure there.

The American Embassy Passport Office
 24 Grosvenor Square
 (Enter through Upper Brook Street entrance)
 London W1
 (Nearest tube stations: Bond Street or Marble Arch)

Mornings: M to F 8:30 am to 11:30 am
Afternoons: MWF 2:00 pm to 4:00 pm

You should call in advance on (020) 7499 9000 (extensions 2563 and 2564) to report the loss. You will get a recording with all the details you will need and if you wait, you'll get a human to speak to. This number will also give you an option for the duty officer who is on call even out of normal office hours.

When you go, you should know your social security number and you should bring with you *anything* that could help identify who you are. This could include other ID's, plane tickets and letters addressed to you. Ideally, you should bring at least two of the following things:

- A friend who is an American citizen with a valid US passport who has known you for a couple years and can vouch that you are an American citizen.
- Your birth certificate. A faxed copy is not legally acceptable, so you will need to have a parent or guardian send it to you, perhaps via FedEx.
- Your American driver's license.
- A copy of an old passport.

If you can't possibly get your original birth certificate, go anyway and bring the American friend who can vouch for you. Your friend must take their passport with them.

Be prepared to fill out a number of forms and for this to be a long process.

A replacement passport will cost you approximately \$85 (or the current equivalent in £). You must pay in cash, with traveler's checks or Visa or MasterCard - personal checks are not accepted. You'll need three identical passport photos, but don't get them at the train station booths, which are designed for British passports and are not valid for Americans. The embassy will instruct you on local photo shops that can produce your photos while you're accomplishing the necessary paperwork. They'll cost about £4.

You may have to get a temporary document that you can use until you get back to the United States, and in the States you'll have access to all the documentation needed for another permanent passport.

Budgeting

Most students on study abroad programs are traveling on a limited budget. Because spending habits differ widely from student to student, it is impossible to provide a set amount for all students. You should take into account the following expenses when determining your budget for the program.

Think of your expenses as expenses that are necessary for survival on the program (fixed costs) and expenses that are beyond the expense of the program (variable costs). The general rule of thumb is to take twice as much as you think you will need. Whatever you take you will spend.

The following worksheet will help you decide how much you think you will spend. It is divided into fixed and variable costs. After you complete the fixed costs, you will have an idea how much you will need weekly and the variable costs will help you determine the additional money you will need to budget for the trip. (When building your budget, consult your program brochure to determine what is and what is not included in the program.)

Examples:

Pocket money: £50 per week

General expenditure: A full meal in an inexpensive restaurant costs about £10-£20

Entrance to a cinema: Approximately £7

Entrance to a disco: Ranges from £5-£15

Budget Item	Fixed Cost	Variable Cost	Total
Weekly Meals	\$		\$
Weekly Transportation	\$		\$
Weekly Entertainment	\$		\$
Misc.	\$		\$
Misc.	\$		\$
Total Fixed	\$	Multiply by # of weeks	\$
Shopping And Gifts		\$	\$
Airport Departure Tax		\$	\$
Misc.		\$	\$
Total Variable		\$	\$
Program Budget			\$

Keep in mind that this is a guide for planning your budget and not intended to cover all situations that can and will come up during the course of the program. However, with planning you will be able to anticipate what you will need.

Packing 101

Please see the lists below about what to pack and what to leave at home. Pay careful attention to the luggage restrictions for carry-on and checked luggage.

“HOW MUCH SHOULD I TAKE?”

That is the most common question for students about to go overseas. There is an easy answer: half as much as you think. Try these simple steps to avoid over packing.

1. Lay out everything you want to pack. Put half of it away. Pack.
2. Pack everything you want. Carry it around the block. If you sweat, see #1.

What To Pack

Checked Luggage	Carry On Luggage
<input type="checkbox"/> Seasonal clothes	<input type="checkbox"/> Medicine and prescriptions
<input type="checkbox"/> Comfortable shoes	<input type="checkbox"/> Toiletries
<input type="checkbox"/> Towel and washcloth	<input type="checkbox"/> Change of underwear
<input type="checkbox"/> Mini alarm clock	<input type="checkbox"/> Camera and film
<input type="checkbox"/> 1 nice outfit	<input type="checkbox"/> Passport
	<input type="checkbox"/> Emergency Information Worksheet

Leave At Home

<input type="checkbox"/> Anything too valuable to lose	<input type="checkbox"/> Accomodation Information
<input type="checkbox"/> Anything fragile	<input type="checkbox"/> Itinerary
<input type="checkbox"/> Any illegal drugs or paraphernalia	<input type="checkbox"/> Schedule of bills to be paid while you are gone
<input type="checkbox"/> Emergency Information worksheet	

Buy In The USA

<input type="checkbox"/> Name brand cosmetics	<input type="checkbox"/> International Student Identification card
<input type="checkbox"/> Camera film	<input type="checkbox"/> International Youth Hostel Association Card
<input type="checkbox"/> Guidebook for you destination	<input type="checkbox"/> Train Passes

Luggage Requirements

CHECKED BAGGAGE:

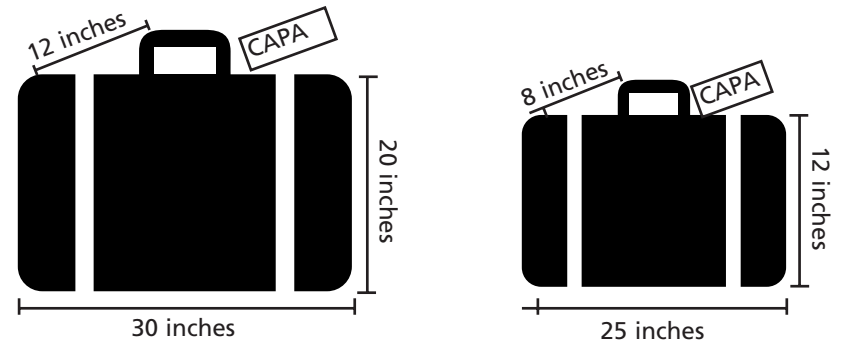
You may check in two pieces of luggage with the following measurements:

Number of Checked Pieces: 2	
Weight:	70lbs. Maximum Each
Size:	62 inches Maximum (see measurement below)

Carry-On Luggage: You may carry on the following:

1 Underseat Bag:	Up to 45 inches
1 Coat:	in overhead compartment
Either:	1 Purse OR Camera Case

Sample: Depth + Length + Height = Total Inches



Please Use CAPA Luggage Tags For Easy Identification!

Note: In international flights, the airlines are VERY strict regarding carry-ons. This is due to the limited storage space. (If your program contains any internal or domestic flights, there may be some additional limitations)

Pre-Departure Checklist

Before You Go

- Get passport.
- Review insurance, purchase additional if necessary.
- Order travel supplies, adapter plug kit, money belt, etc.
- Review Money Matters Flyer: obtain necessary currency and cards.
- Order phone card.
- Complete Emergency Information Worksheet in duplicate.
- Make household arrangements, see list below.
- Arrange airport pick-up for day of return.
- Pack • see luggage restrictions and “What to Take”.
- Call Airlines for special meals 48 hours before departure.

Day of Flight

- Leave early for airport.
- Wear comfortable loose clothes.
- Rest as much as possible.
- Eat lightly.
- Drink lots of water and eat fresh fruit.
- Avoid drinking alcohol in flight.
- Sleep on the plane.

Long Term Programs

- Stop newspaper.
- Arrange pet and plant care.
- Arrange for lawn and garden care.
- Shut off gas and electricity.
- Empty refrigerator.
- Leave a copy of house, car and other keys with relative or friend.

KNOW BEFORE YOU GO

WHAT TO BRING

What you will bring depends upon your length of stay and your itinerary. Do not bring items that will distract you from the multitude of interesting experiences waiting for you in London. You might also keep in mind that too many things that remind you of home might only contribute to acute homesickness and prolong culture shock. Look over the lists below and consider what you will want to include.

Documents

- In a large envelope, keep copies of all listed documents and phone numbers to report them if they are lost or stolen. Let your faculty leader know where the envelope is in case you are away and need to call them for this information.
- Passport (keep an extra photocopy in your backpack)
- Airline ticket
- Insurance policy
- Traveler’s checks and the list of check numbers
- ATM card
- Credit card
- Emergency telephone numbers
- Money belt/pouch to wear under clothing (fanny packs/handbags are easily taken)

Clothing

Bring pajamas, a lightweight robe and a pair of slippers. At least one pair of comfortable hiking or walking shoes is necessary. Always bring an umbrella and appropriate wear for rainy days (especially during fall and spring). Include one or two nice outfits to wear to special social/cultural events. **IMPORTANT NOTE:** Keep in mind the type of internship you are applying for, as that will determine what attire you should bring. Please see “What to Wear” on page 60 for further description on work clothes in England.

For summer, bring shorts, pants and jeans along with comfortable short-sleeved shirts.

For winter, a warm coat, gloves, boots, a scarf and a hat are a necessity. Clothing which can be layered is recommended such as jeans and pants with tights under them and long-sleeved shirts with sweaters and sweatshirts to stay warm.

Health Items

If you take prescription medications, bring what you need in their original containers. Carry all prescriptions in your flight bag on the plane along with contact lenses and cleansing solution if needed.

Bring a personal health kit containing:

- A spare set of glasses
- Extra contact lenses

- Soap and shampoo in containers
- Vitamins and cold medication
- Personal hygienic care items
- A towel and washcloth

School Supplies

- Notebooks
- Notebook, bound with numbered pages, to use as your journal
- Ballpoint pens and mechanical pencils
- Required textbooks
- Backpack or book-bag to carry books, camera, lunch, etc.

Miscellaneous Items

- Budget travel guide such as Let's Go, Lonely Planet or Time Out Guide
- Calculator
- Notebook, bound, with numbered pages, to use as your travel journal
- A watch or small clock with an alarm
- Various sizes of "ziploc" baggies
- Camera with rolls of film and extra batteries
- Lightweight binoculars
- Small pocketknife (pack in your checked luggage)
- A few good books
- Money belt/pouch to wear under clothing

HOW TO CHANGE YOUR RETURN FLIGHT DATE (Students that have CAPA group flight tickets)

Please be aware that there is no guarantee that the airline will have an available seat on the flight that you want, particularly if you are traveling home in the summer time. The more notice you can give the airline the better.

Step 1: Contact the airline. The number will be on the flight schedule you received in your pre-departure orientation pack. Please be sure to have your ticket with you when you make the call. The booking reference on the ticket will be needed to make any changes.

Step 2: Provide your preferred return date to the airline. Prepare to be flexible as specific flights are subject to availability.

Step 3: Once you have changed your flight, you may collect the ticket on the day of departure. Allow yourself a little extra time at the airport prior to check in. Go to the airline's ticket desk and on presentation of your original ticket, you will receive your new ticket. At this point you will have to pay for the change. It will cost approximately \$150. Credit card, cash, or traveler's checks can pay this for.

IMPORTANT NOTE: Your airline ticket can be changed, but the agent's ability to do so does depend strongly on availability. If you encounter problems when trying to change your ticket ask the agent to check through the notes in the computer records or call the U.S.-based group representative at the airline where the ticket was booked.

Listen carefully to the reasons the agent is giving for any problems in changing your ticket. CAPA books air space as blocks. Therefore, different restrictions may apply to changing "group" tickets than for tickets purchased individually.

Virgin Airlines

For those of you that have Virgin tickets, these can usually be changed once for free at the Virgin Mega store in Oxford Street (nearest tube: Tottenham Court Road)

WORLD STUDENT INSURANCE (WSI)

During the length of your program, CAPA's World Student Insurance Policy insures you. Be sure to bring a copy of the policy and claim form with you. If you plan to travel independently prior to or after official program dates, you should check into insurance coverage independently.

Your insurance through CAPA covers the following:

- Trip interruption and trip delay
- Baggage loss and delay
- Accidental medical and sickness expense
- Emergency evacuation and repatriation of remains

IMPORTANT NOTE: It is necessary that each student read the World Student Health Policy brochure for exact coverage and exclusions. You should bring your insurance card that is given out in the CAPA Pre-Departure packs with you overseas and leave a copy for your parents in the United States.

Coverage does not apply if driving a motorized vehicle.

You will pay in advance for all medical services and then send the receipt to the insurance company. You are responsible for filing your own claim directly with the insurance provider (refer to your insurance brochure for details). The claim form, along with the address to send it to, is attached to your insurance brochure.



CHAPTER 2

Arrival information & adjusting to life in the UK...

CULTURE SHOCK

Doctors and nurses can inoculate you for infectious diseases found in various parts of the world. However, the medical community still has not developed a vaccination for that most difficult of all maladies experienced by the traveler: CULTURE SHOCK.

The symptoms usually appear when a person is uprooted from the safe and secure surroundings of home and transplanted - voluntarily or otherwise - to a totally different cultural setting. The majority of travelers residing in a foreign country for an extended amount of time encounter physical and psychological reactions to a culture unlike their own.

Culture shock is a rite of passage for many people – a time when the initial newness of foreign surroundings wears off and the realization sets in that you are going to stay in this situation for a long time. Frustration, homesickness, loneliness, depression, irritability and loss of appetite are the major signs of this “traveler’s disease.”

Some common causes of frustration are:

- Goals that are not realistic in a different culture
- Not being able to see any results after striving hard
- Being involved for too short a time
- Using the wrong approach to reach your goal, one that does not fit the culture in which you are living

Remember, the frustration of living abroad usually does not last long!

In the end, it’s the little things that begin to threaten your sense of stability and well being that can cause culture shock:

- The way purchases are made
- People’s mannerisms and how to respond to them
- Distinguishing a serious statement from one meant to amuse
- Using different kinds of transportation
- Attitudes toward the value of life for people and animals
- Punctuality, often non-existent
- Doing laundry and food shopping
- The attitudes of the British toward you - a “foreigner”

Some symptoms of severe culture shock are:

- Homesickness (longing to be where things are safe and familiar)
- Compulsive eating and drinking to excess
- Irritability and excessive need for sleep
- Boredom (no discovery of new aspects of the culture)
- Hostility and stereotyping of native people
- Avoiding contact with Brits
- Inability to perform work or study efficiently
- Tension and conflict with those around you
- Unexplained crying and physical problems

Fortunately, not everyone experiences all the above symptoms. The majority of people adjust to the local culture reasonably well. They experience some of the symptoms, but are able to recognize and work their way through the problems successfully. For those who don't, it is important they know that some degree of culture shock is inevitable and can occur to anyone.

Almost everyone who has lived abroad goes through four stages of personal adjustment, regardless of what country they previously lived in:

1. At first, you experience the initial excitement of being in a new culture. You hold very high expectations and an extremely positive attitude toward the host country and people. You focus mainly on similarities between the cultures.
2. Next, irritability and hostility to people and customs causes you to focus on differences in every aspect of your life. Minor incidents are often blown out of proportion and you react in a very negative way.
3. Gradually, you orient yourself and begin to notice some of the cultural clues missed before. The crisis stage has disappeared. Your outlook brightens and things become comfortable and familiar.
4. Finally, your attitude changes and you are able to confidently function in both cultures. You begin to enjoy different ways of doing things.
YOU HAVE BECOME BI-CULTURAL.

Never Enough Advice

Travel is an organic experience. It seems that there are a million things which you need to keep track of at all times: the sunscreen; your passport; the name of the street your flat is on, that you only saw for 15 seconds on your first day.

Perhaps the two most important things to hold on to are your patience and sense of humor. They are your best allies when the bus breaks down or the London Underground goes on strike and the man in the pub on the corner decides that you are the only person that he can really talk to. Face it; things never go exactly as we plan.

Beyond these, here are some common sense things that may help you keep a clear mind and unfettered body:

- Do not expect to find things as they at home.
Remember: You left home to find different things.
- Do not take anything too seriously.
Remember: A carefree mind is the start of a good trip!
- Do not let other travelers get on your nerves.
Remember: You paid good money to enjoy yourself!
- Always know where your passport is.
Remember: A person without a passport is a person without a country.
- Do not judge the people of the country by the person who has given you trouble.
Remember: You are a guest in other lands. One who treats a host with respect shall be honored.

INTRODUCTION TO BRITISH CULTURE

The level of activity in a social setting is markedly different from that in America. Americans, particularly young people, speak very loudly even when their audience is right next to them, competing for domination of the conversation and using excessive hand gestures. The British are more reserved, choosing their volume based upon what is actually needed for their audience to hear them.

You will probably find that British people know more about Americans than Americans know about the English. To a large degree the media causes this; American television and film seem to be everywhere, but Americans tend not to watch foreign programs. As a result, people outside the US know a great deal about us, while we remain in the dark with all things foreign. It should be noted, however, that America is not represented entirely accurately in its media. We're not all "explosions and gunfights," but other nations sometimes get that impression. While you're abroad it might be helpful to be polite and to try to dispel the stereotypes that have been built around us. "Please" and "Thank you" still go a long way!

Language and Attitudes

Having a long and rich history, the British enjoy tradition and custom more than Americans. They often find Americans too casual, especially with the language. In fact, they do not consider American English to be the same language as their own, which they call the Queen's English. This point should be appreciated by visitors, as well as the fact that the language originated in England, not in the United States. In a sense, Americans are merely borrowing it and the British will not be held responsible for what has been done with it.

The British are known for their dry, often ironic sense of humor that allows them to be self-critical. Americans may have difficulty understanding this humor, but it should be known that just because the British are critical of themselves, the same freedom does not necessarily apply to others. It is far better to try to understand British politics and social attitudes than to criticize them. The British appreciate visitors who have knowledge of their history and system and can talk about it.

Do you speak English?

Try deciphering this British English: The sky looked a bit dodgy so I grabbed my wellies and, with a couple of quid in my pocket, ran down the apples and pears to the chemist. When I got back I was knackered so I got a couple of hours kip and asked my housemate Mike to knock me up at 3:00 pm. He said he couldn't 'cause he'd been out on the razz the night before, was feeling rough and wanted a lie-in. So at 3:00 pm I got up, left my flat, had a fag in the lift, started the car and drove down a dual carriageway to the offy to buy some lager. Mike had also asked me to go to the newsagents to get some tights for his bird. On the way I had to stop in a lay by because the boot was open. A copper spotted me, but he was a nice bloke, so I offered him one of my crisps.

Personal Appearance

The British dress much like Americans, only less flashily. On the American continuum of dress, casual is about as relaxed as clothes tend to get and colors are generally more subdued. T-shirts with pictures on them are a rarity, and you won't see many people wearing shorts, even in the summer. Anyone wearing shorts or flashy T-shirts are either young people striding outside of the fashion norms or American tourists doing their thing. However, this is changing and it is getting harder and harder to distinguish between Americans and Brits.

Religion

The Church of England is the official church of the country with the sovereign as its head. This dates back to Henry VIII who couldn't divorce his wife under Roman Catholic law and decided to cut England from Catholicism entirely. For a while, the church had political power, but this is no longer the case. While there are many Anglicans all over the United Kingdom, the English are very tolerant of other religions and society is generally secular and religion is considered a private matter.

Family

British families are small and often tightly knit. The average family has three or four members and most families enjoy a high standard of living with all modern conveniences. If you have an opportunity to stay with a British family, though, realize that utilities are much more expensive in the UK than they are in the US. Local telephone calls are not free, bills are non-itemized and come every few months and heaters are often put on timers. It might pay to put on an extra sweater in the average British home.

Eating and Drinking

In formal settings etiquette is important. The British eat in the continental style, with the fork in the left hand and the knife in the right. Proper manners are a must and it's best to avoid getting rowdy. At a restaurant, a waiter is summoned with the universal "raising of the hand." Tips are 5-12%. **IMPORTANT NOTE:** You are not expected to tip a barman at a pub.

Though more and more English people are drinking instant coffee, tea has long been a popular drink here. High tea is a traditional meal that involves more than just the drink. For those who still have it, it's sort of a fourth meal of the day, served around 4 pm and consists of a variety of pastries with hot tea.

Fast food is the same in the UK as everywhere else, with McDonalds dotting the country at regular intervals. Fish and chips are a dish that can be found almost anywhere and is the equivalent in price and popularity of the American hamburger.

One good option for eating and drinking is the pub. There are more pubs in England than McDonald's restaurants and they bear only a vague similarity to American bars. During the day, most pubs serve excellent food at affordable prices. At night, they are popular hangouts. Beer is the most

frequent drink, and it tends to be stronger than its American counterpart (Europeans do not consider American brews to be real beers). The lighter beer common in America is called "lager," and there are also a number of other varieties, such as the stout (a deep, black brew first marketed by Guinness), and the ale (a traditional English beer served un-carbonated and at room temperature). The drinking age in England is 18; pubs close at 11:00 pm most nights and 10:30 pm on Sundays. Pubs are also great social hubs where friends meet and enjoy a drink. Pub quizzes are also very popular and great fun if you know a bit of trivia.

Recreation

A variety of sports are enjoyed in Britain. Soccer, which is called football in Europe, was first codified in England. It and rugby are the most popular sports. Cricket, the rules and enjoyment of which baffles Americans (and many Brits), is popular in the summer. Modern lawn tennis was first played in England, popularized by Henry VIII. Squash, badminton, snooker (a billiards game) and darts are also frequently played. The British also enjoy performing and cultural arts.

MAPS

Knowing where you are and where you're going will simplify your adventure. Maps and information - much of it free - are available at Information Centres in most European railway stations. You locate these offices by following signs marked with an italicized *i*.

This is traditionally the local tourist bureau, which distributes calendars, street maps, brochures and information on local transport. In most places, they'll also recommend lodging and can call hostels, hotels or B&B's for you.

MEASUREMENTS

Like in the United States, the metric system is used in some circumstances and sadly ignored in others. In the UK you will hear temperature stated in centigrade and speed and distance in miles. Your weight, on the other hand, is measured in 'stone'. A stone is equal to fourteen pounds, so 'ten stone' is 140 lbs. Take a few minutes to learn some metric conversions:

8 kilometers	=	5 miles
1 kilogram	=	2.2 lbs.
1 liter	=	2.113 pints
1 meter	=	3.28 feet
1 gram	=	.036 ounce
Km to miles	=	km x .62
Miles to km	=	miles x 1.61

Clothing Sizes

If you buy a pair of shoes, a shirt, or even pants abroad, sizes will be different than in the States. A shoe that's size 8 in America is a British size 7 and a continental size 41! Know what size you wear in America and ask the store clerk about the local size. Most of them know the conversions and can help you.

CONVERTING TEMPERATURE

- **F to C:** $(F - 32) / 1.8$
- **C to F:** $(C \times 1.8) + 32$

AVERAGE TEMPERATURE IN SELECTED CITIES (°F)

	January	April	July	October
Athens, Greece	48	60	81	67
Dublin, Ireland	40	46	59	50
Geneva, Switzerland	34	50	68	51
London, England	40	48	64	51
Madrid, Spain	40	54	75	57
Milan, Italy	35	56	74	58
Paris, France	37	51	66	52
Rome, Italy	47	57	76	63

MEDICAL FACILITIES

The Local Surgery (Doctor's office)

In order to attend doctor's surgeries in the UK, you must live in their catchment area, which is generally within a two-mile radius. Ask your host family or Local Organizer to assist you in making an appointment at their local doctor's surgery. If you live in a student residence, CAPA can assist you.

Emergencies

In an emergency, you should dial 999 or visit your nearest hospital.

Because of the UK's National Health Service, the emergency room (in Britain it is known as the "casualty department" or "A & E") of the hospital is free, so after you check in at the desk you will receive a consultation without charge. As in the States, of course, you may have to wait some time unless you have a serious emergency. The only reason you would need to pay is if you are admitted to the hospital for a long period, as there are charges for an overnight stay (please refer to your World Student Insurance brochure for details of coverage). If you are charged for a consultation, be sure to collect a receipt to claim reimbursement from your insurance.

The National Health Service (NHS)

Just a quick note about socialized medicine in the UK. All UK residents pay a tax to finance the National Health Service, which then gives free medical care to all UK residents. However, this service is under funded and overstretched, so not all doctors will see American citizens on tourist visas for free. You should be aware that medical practitioners here have a different approach to treatment to doctors in the States. You may find that doctors are brief and to the point and don't tend to have too much "TLC". However, don't be alarmed, as they are highly trained professionals. Be sure to ask questions for peace of mind and be patient (no pun intended).

IMPORTANT NOTE: Take Care of Yourself! Please take care of yourselves while you are here. While studying in the UK, you will probably be more active than usual, spending weekends traveling and days packing in all that sightseeing, not to mention that studying! Be certain to give your body the attention it needs, get enough sleep and eat well. It is also a good idea to take multivitamins. If all the above is in vain and you do start to feel unwell, don't be afraid to make an appointment with a physician.

SAFETY ABROAD

The following are some basic safety tips for travel in any foreign country. The best thing to keep in mind is your own common sense, which will keep you safe when many other things fail.

- Carry only enough cash for the day.
- Distribute money so it is in two places - i.e. a bit in your purse with the rest in a money pouch.
- If you carry a wallet, it should go in your front pants pocket. Be wary in crowds and on buses and tubes.
- Keep your luggage, shoulder bag or backpack with you at all times upon arrival in an airport or train station. Wrap the strap around your arm or leg if sitting down.
- When going out in the evening, always travel with a companion. Stay on well-lit and populated streets.
- Beware of fast, aggressive drivers and take care when crossing streets.
- Avoid illegal drugs.
- Put your name and address on your camera and the camera bag.

Remember to immediately notify the police of all losses or other serious incidents. Get a copy of the official police report. You may need it later for insurance purposes/claims. **IMPORTANT NOTE:** Most insurance policies do not reimburse for lost paper, i.e. cash, replacing passports and visas, travel tickets, student passes.

RELATIONSHIPS

For many of you, your stay abroad will be the first time you have lived outside of the States. You may have the opportunity to make some very good friends. Strong friendships are not only encouraged, but can lead to future exchanges between you and your host country's people. Nevertheless, please be cautious.

Be careful of persons wanting to make your acquaintance very quickly, as they may have an ulterior motive. Meet people in public places during the day, preferably with another friend of yours. Do not give out your address, nor bring them home with you early on, as this can lead to problems for you and everyone living with you. Agree to meet the person at a specific time and place.

Americans are easy targets - we dress differently, speak loudly and our accent is unmistakable. People you meet abroad will recognize where you are from and many think that all Americans are rich. An occasion might arise in which someone will become a friend with you in order to obtain your money or your passport. This has happened in the past and is a serious problem. **Under no circumstances should you ever need to give anyone your passport. CAPA encourages you to meet new people, but use common sense and be cautious.**

It is tempting to have a once-in-a-lifetime international romance, but you should consider any relationship carefully, particularly when you are overseas. You are likely to encounter different cultural values and rules regarding dating and relationships.

AIDS AWARENESS

AIDS is still on the rise. Heterosexual infection is increasing faster than homosexual infection. There is no such thing as a high-risk group - there is only high-risk behavior.

There are a huge number of people who are unaware that they carry the HIV virus. With this now a proven reality, no one can deny the necessity for us all to inform ourselves about safe sex. Using a condom protects against HIV and other sexually transmitted diseases, but is never a guarantee. Please take the necessary precautions to avoid becoming infected with this or any other STD. We are not trying to scare you - we just don't want you to go home with more than you bargained for.

DRUGS

Many Americans traveling abroad believe that as US citizens they are immune from prosecution under local law and that buying or carrying small amounts of drugs cannot result in arrest. In fact, Americans abroad have been jailed for possessing as little as three grams - that's a tenth of an ounce

- of marijuana. When abroad, you are subject to the jurisdiction of all local laws. Also know that drug pushers, after making profit on the sale of drugs, may turn their customers in to the local authorities for a reward.

Facts About Drugs Abroad

- Foreign governments are neither more tolerant of drug use nor more permissive in their drug laws and enforcement than the US. Most countries are far stricter. Few foreign nations provide trial by jury.
- Pre-trial detention can involve confinement for months, sometimes in primitive prison conditions.
- Trials are usually conducted in the language of the country and lengthy delays are common.
- Sentences for possessing or trafficking in any soft or hard drug can range from 2 - 25 years and include a heavy fine. In some countries, conviction can lead to a life sentence or the death penalty.
- Prosecution of offenders is being intensified. Arrests are made everywhere within a country's sovereign jurisdiction, even air space and transit areas in airports. There are no "free ports" to drug offenders.
- Customs Service will inspect the baggage of travelers returning to the States. This applies not only to hand luggage and packages but also to articles mailed to the US from abroad.
- Travelers who, for medical reasons, are required to take a drug that may be subject to abuse should carry their prescriptions with them in their original containers.

The US Consular Officers Abroad Can:

- Ensure that the detainee's rights under local law are fully observed and that humane treatment is accorded under internationally accepted standards.
- Visit the detainee as soon as possible after the foreign government has notified the US Embassy or consulate of the arrest, and regularly during detention.
- The consular officer also can provide the detainee with a list of local attorneys from which to select defense counsel.
- Contact family and/or friends for financial or medical aid and food, if requested by the detainee.

US Consular Officers Abroad Cannot:

- Demand the detainee's release.
- Represent the detainee at trial, give legal counsel, or pay legal fees or other related expenses with US Government funds.
- Intervene in a foreign country's court system or judicial process to obtain special treatment.

Help Available in the United States

The Citizens Emergency Center in the State Department's Bureau of Consular Affairs provides emergency services relating to the welfare of Americans arrested or detained abroad, searches for Americans missing overseas, transmission of emergency messages for Americans to their next of kin and transfer of private funds to US posts abroad for delivery to destitute Americans. Assistance at the Citizens Emergency Center is available Monday through Friday from 8:15 am to 10:00 pm at (202) 623-5225.

A duty officer is available for emergencies from 10:00 pm to 8:15 am Monday through Friday and at all times on weekends and holidays at (202) 632-1208.



CHAPTER 3

Applying for an Internship...

Who is CAPA?

The Centers for Academic Programs Abroad (CAPA) is a non-profit international organization dedicated to providing North American students with affordable education abroad programs.

What is a CAPA Internship?

A CAPA internship is the opportunity to work along side UK professionals in London and elsewhere in the United Kingdom.

Why do an International Internship?

An international internship gives you invaluable experience working abroad and provides you with a unique cultural/business perspective.

How do we find an internship site?

We carefully read your application, resume and cover letter and match you to our growing lists of participating sites based on your academic background, interests and previous work experience or, if none of these are right for you, find a new one.

FILLING OUT THE INTERNSHIP APPLICATION**Warning: READ THIS SECTION CAREFULLY**

The CAPA application form is designed to give the internships team as much information about you as possible. The more detail we have about your experience, interests and aspirations, the more closely we can match you to an appropriate site. How you fill in the form is therefore essential.

Follow this step-by-step guide and you will have the perfect application. Please refer to the sample application following the step-by-step guidelines in this section.

Step One: Personal Details

Fill in all your personal details including your age.

IMPORTANT NOTE: In the UK, your date of birth is included on all applications, so please fill this in.

Step Two: Education

List all courses taken that are **relevant** to your internship areas **by course title**. Do not list courses by course number as they are listed at your home campus, since course numbers are not standard across United States institutions of higher learning may not accurately reflect the content/purpose of the course. Remember to include courses relevant to any of the three areas of interest you have listed. **Do not just concentrate on your first choice.**

Step Three: Experience

Give as much detail as you can about the kind of experience gained in each position you've worked in. Do not simply put a job title.

Use bullet points for each specific duty and skill required in each role.

Where possible, relate your experience to your areas of interest.

Step Four: Placement Areas and Types of Work

This is the **MOST IMPORTANT** section of the application form. Your options may be severely limited if you do not fill out each section carefully.

You cannot afford to be too vague. This will invariably result in an internship that is only vaguely in your area of interest.

For example:

- 1) *Marketing*
- 2) *Real Estate*
- 3) *Theatre*

This list reflects the choice of someone who hasn't really decided what they want.

If Marketing was your primary area of study, choose which aspect of it most interests you. Then offer some generalized alternatives for your second and third choices.

For example:

- 1) *Sports Marketing*
- 2) *Marketing*
- 3) *Public Relations*

Never be overly specific however, as this offers the internships team no scope.

For example:

- 1) *Sports Marketing for Queen's Park Rangers Football Club*
- 2) *Sports Marketing for a soccer team*
- 3) *Sports Marketing*

Never quote specific companies as a choice. If you have a particular company in mind, mention it only as a possibility.

For example: *Theatre (if possible with the RSC or Gate Theatre)*

Be aware that certain internships are only available to students with experience in the field. Internships within high profile corporate companies, for instance, are extremely competitive and only the very best applicants with the most extensive experience will usually be considered.

Internships in creative fields such as journalism, broadcasting, graphic design and theatre, etc., do not guarantee creative input. **If you are applying for internships in any of these fields, please make sure you read the "Realistic Expectations" section of this handbook following the sample application.**

Step Five: What are your future career plans?

Be as informative as you can, be but be open. If you have no specific aspirations, say so. If you have a very clearly defined career path, let us know that also. The more information we have, the better our match will be. Have reasonable expectations, though. Internships in the UK are very different from what you may have experienced elsewhere, and some steps you may be anxious to take to advance your career may just not be feasible within the internship environment.

Step Six: What type of duties do you expect?

All realistic expectations will be met by any of our sites. The type of work will vary, however, depending on the site and your particular assignment. Some sites offer team projects, others offer individual projects and still others will offer experience helping out on a day-to-day basis. Some will involve client contact, some may not.

If you have a particular preference for the type of work you want to do, let us know and we will do our best to meet your expectations.

Step Seven: Additional Information

Tell us everything that may be a selling point, such as: computer skills, languages, academic prizes and particular interests. If you have lived or studied abroad or visited the UK before, it will be of interest to our placement sites.

SAMPLE INTERNSHIP APPLICATION

PLEASE COMPLETE THIS FORM IN CAPITAL LETTERS
USING BLACK INK AND INCLUDE THE FOLLOWING:

- Internship Participation Form
- A generic cover letter
- One academic reference
- Two passport size photos
- Internship Agreement
- A current CV/resume
- One professional reference

CENTERS FOR ACADEMIC PROGRAMS ABROAD
LONDON INTERNSHIP
STUDENT PROFILE and INTERNSHIP AGREEMENT

Program Name: North America University London Internships – Spring Semester 2005

Program Code: 050100NAULON

Name: Any person Sex: Female

Date of Birth: (D/M/Y) 13/06/85 Nationality: U.S.citizen

Address: 444 Any Street Emergency Contact: Any Parent

Any Town Home Tel: 949-555-1212

Any State Work Tel: 949-555-1111

Home Tel: 949-555-9999

E-Mail: any person@account

Sponsoring Institution: _____ Home Campus (if different): _____

North America University _____

Major: Marketing Minor: Business

Are you taking this Internship for credit? _____ yes

If yes, how many? 3 X 6 Other

Please list any course work or experience gained through your degree that is relevant to your internship goals.

Management in Complex Environments; Introduction to Marketing; Business Communication; Marketing Theory; Business Economics

Please attach 3 passport-size photos here.

Experience

Please list your three most important examples of employment, responsibility or activity. Include a description of your duties and any skills you acquired.

1. Internship for Any Place Ltd (Marketing Dept)

- Organized a mail shot to prospective company clients
- Created and updated client database
- Made follow up calls
- Participated in business meetings and researched clients and competitors on the internet
- Assisted with day to day administration

2. Publicity Officer for Any Place University Debating Club

- Organized and planned meetings
- Media liaison with University newspaper and television
- Special event planning and co-ordination
- Reporting to committee

3. Cashier, Any Place Groceries

- Greeted customers and assisted them with their purchases
- Kept shelves stocked and ensured the store was in a clean and tidy condition
- Opened up on certain occasions and often counted cash and closed store
- Maintained a customer data base

Placement Areas / Type of Work

Please list your desired areas of work in order of preference. You must list all three areas. Please note that it may be necessary to place you in any of the three areas you list.

1. Marketing (event planning)

2. General Marketing

3. Public Relations

What are your future career plans and how will your internship placement area relate to these plans?

My career plans are to go into the marketing field but I have not yet decided in which direction I want to go beyond that. I find events marketing and planning particularly interesting and would ideally like the opportunity to see how the industry works first hand and also gain an international perspective. I feel that the opportunity to expand my knowledge of the of the communications field will be beneficial to my career and I would enjoy the chance to explore areas that I have not yet encountered. Public Relations, for instance, is a field I have considered as a possible career option.

What type of duties do you expect to be given?

I anticipate doing fairly straightforward tasks to begin with in the hope that as I demonstrate my ability I will be given more complex work. Assisting a professional on a specific project would be an ideal way to learn and develop my skills. I would hope that I would be given as wide a variety of experiences as possible although I would of course expect a certain amount of "grunt work."

Please provide any additional information that will assist us in locating the most appropriate and rewarding placement for you. Include any special skills you may have, i.e. computers, languages, strengths, personal qualities, interests etc. (Use an additional sheet if necessary)

Computer skills

*Microsoft Office
Excel
Access
Powerpoint*

Languages

*French (6 years)
I studied in France for a semester*

Strengths and Skills

*Organized
Reliable
Team Player
Uses Initiative
Trustworthy
Good Problem Solver*

Academic Awards

Dean's List

Interests

public speaking, tennis, reading, theatre and politics

If you are seeking a political placement, how important is it that your site reflects your political beliefs and if so, please give an indication of what those beliefs are?

Not applicable

Internship Agreement

The internship agreement is a critical part of your completed internship application packet. It is included along with the above internship application form, and must be signed and returned along with your application. See the section at the end of this chapter for a sample copy of the Internship Agreement for your reference.

Realistic Expectations

Now that you have completed your application, re-read it and consider how realistic your expectations are.

The success of your internship is dependent on you! CAPA can provide you with the opportunity to have a really rewarding business and cultural experience, but cannot guarantee that your internship will be perfect.

If you arrive with unrealistic expectations you will almost certainly be disappointed. In certain areas opportunity is limited.

Theatre interns are never going to act; broadcasting interns are unlikely to have the opportunity to work a camera. Finance majors will probably not be placed at major name-brand companies unless they have an exceptionally strong background and previous experience. There are limitations also on legal, medical and creative internships as well as in counseling. Keep an open mind and your experience will probably be a good one. Competition for all placements is stiff and CAPA operate on a strictly first come, first served basis.

HOW TO CREATE A COVER LETTER

Following are some guidelines on how to create a cover letter to accompany your internship application, and a sample for your reference. It is not necessarily the only approach, but has proved to be the most effective in CAPA's experience with our placement sites.

- A) Start with your name in bold and your e-mail address centered in the middle of the paper.
- B) Place your college address on the right of the paper and your permanent address on the left.
- C) Begin the letter 'To whom it may concern.'
- D) The first paragraph should state what you are studying (Major, any concentration and minor) and give some indication of the type of internship you want. Do not be too specific here, however; just state generally what you are looking for and NEVER mention the name of a specific company.
- E) The second paragraph should give your reasons for wanting to do an internship in the fields you have chosen and why specifically in London.
- F) The third paragraph should concentrate on your strengths. Any relevant academic experience and relevant work/internship experience should be covered as well as any personal qualities you feel you possess.
- G) Finish the letter with a short thank you.

SAMPLE COVER LETTER

Any One Person
 aperson@college.edu

College Address
 17 College Rd
 AnyTown
 Any State

Permanent Address
 45 Home St
 AnyTown
 Any State

To whom it may concern:

My name is Any Person and I am a senior at North America University. My major is public history, with a concentration in museum administration, archives and historic preservation. I am hoping to complete an internship in London where I can learn more about the history of the UK and gain experience in a museum, an historical site or an organization dedicated to the preservation of old buildings.

Having visited London in the past I realize that it is one of the historical and cultural centers of the world with some of the finest museums and best-preserved monuments. I would like to learn as much as I possibly can about this field and to participate wherever possible. Whether it was in exhibit design, collection storage, artifact acquisition or specific aspects of preservation, I'm sure it would benefit my studies and further my career aspirations in the field of museum administration. The opportunity just to interact with professionals from another culture alone would be of profound benefit and interest, as the world of museum administration has now become such an international area.

As you can see from my résumé, I have already acquired a great deal of experience from my academic studies. My courses include the Principles of Anthropology, Archive Administration and Historic Preservation Planning. I have also gained invaluable experience interning last summer with Anyplace State Historic Site, where I helped with visitor's queries, assisted with exhibitions and helped produce information sheets. You would find me a dedicated, enthusiastic and hardworking individual determined to benefit as much as possible from my internship experience.

I thank you for your time and consideration in this matter and look forward to hearing from you in the future.

Sincerely,

Any One Person

HOW TO CREATE A RÉSUMÉ/CURRICULUM VITAE (CV)

Following are some guidelines on how to create a resume to accompany your internship application, and a sample for your reference. It is not necessarily the only approach, but has proved to be the most effective in CAPA's experience with our placement sites.

- A) Start with your name in bold.
- B) College address on the left - Permanent address on the right. Include your telephone numbers, e-mail address and your date of birth (formatted as **day-month-year**)
- C) Give the dates of your degree and your major.
- D) List all courses relevant to your internship interests.
- E) List all academic awards and achievements.
- F) List all your work experience in reverse chronological order (most recent first) with a brief description. Include previous internships and voluntary work you have undertaken.
- G) Include any languages and competency level.
- H) Include all computer software programs that you are familiar with.
- I) List your interests/positions of responsibility.

General Pointers:

- **Résumé Length:** When applying for your internship, your résumé should be no more than a page in length.
- **Paper:** CAPA keep all original documentation and fax or post photocopies to our sites, so do not worry about using expensive or colored paper. However, make sure the paper is of a standard size.
- **Font:** The rule with font is to keep it standard. Use a standard font (e.g. Times New Roman, Ariel, Courier, etc.) no smaller than 10 pt. and no larger than 14pt.

- **Be Brief:** Include relevant and important accomplishments, but do it in as few words as possible. A vigorous, concise résumé will be examined more carefully than a long-winded one. Graphics are a distraction so avoid using them.
- **Bullet Points:** These make lists easier to read and give your résumé a sense of cohesion.
- **Be Positive:** If you achieved something, say so, but don't exaggerate to the point of misrepresentation.
- **Proof Read:** Proof read all documentation.

SAMPLE RÉSUMÉ/CURRICULUM VITAE (CV)

Any One Person

College Address

17 College Rd
 Any Town
 Any State
 Tel: 000 000 000

Permanent Address

45 Home St
 Any Town
 Any State
 Tel 000 000 000

E-mail aperson@college.edu

Date of Birth: day/month/year

Education

September 01 - present North America University, Any Town
 Bachelor of Arts, Public History GPA 3.6

Relevant Courses

Principles of Anthropology, Archive Administration, Historic Preservation Planning

Honors/Awards

Dean's List – Spring 2002, Fall 2002
 Any State Marketing scholarship

Work Experience

May 2002- September 2002 Cashier, Any Town Minimart
 Assisted customers with their purchases, stacked shelves and took money

February 2001 – March 2002 Intern, Any Place Historic Site
 Answered visitors' queries, assisted with exhibitions and helped produce information sheets

Language Skills

French (Mother tongue)
 Spanish (fairly fluent)

Computer skills

Microsoft Word, Power Point, Excel Acrobat

Interests

Chairman of North America University History Society
 Participant North America Theatre Society
 Member of North America University Track and Field Team

IMPORTANT PAPERWORK

With all that you need to pack for your semester abroad, there are important papers that you will need for your internship that you will not want to leave at home.

- 1- **This handbook.** This book will be your best friend during your internship experience, acting as your reference guide and your means to organizing and keeping track of your internship experience.
- 2- Copies of your **updated résumé/cv**, and a computer disk with your résumé on it so you can keep it up-to-date while you are here.
- 3- **Letter or letters of recommendation.** At your interview your potential supervisor may request references from a previous employer, so having a good recommendation handy is a good idea.
- 4- **A police check.** This is essential if you are in the fields of: Education, Social Work, Health or Criminal Justice. You must attach a police check to your internship application. For internships in other areas, the director of Internships will contact you if this is required for your site.
- 5- **A portfolio** containing writing samples, graphic designs, artwork, photography, fashion designs, theatre productions, or anything else that could represent past work experience you may have. This is always good to bring to an interview or to have on hand for networking purposes.

INTERNSHIP AGREEMENT

You have already read and signed this agreement as part of your internship application packet. It is included here for your reference only.

1. Internships are non-paying.
2. You should be aware that while we try to secure a placement within an area you specify, there is no guarantee that we can find a placement that exactly meets your expectations and you may be placed in an alternate, but related area.
3. Your site is expected to provide a site supervisor, who will serve as your point of contact and advise you on work related issues. It is the intern's responsibility to maximize that opportunity by observing the practices of the workplace and asking pertinent questions.
4. The CAPA Internship Supervisor is there to help you and act as a conduit between yourself and the site. You should feel free to contact the CAPA supervisor for advice and assistance during office hours. An appointment should be made when a meeting is required.
5. You will be required to commit to a minimum number of hours as stipulated by your program. This will be reconfirmed at the internship orientation in the UK.

APPLYING FOR AN INTERNSHIP

6. Completion and return, to the CAPA internship staff, of the 'Internship Interview Feedback Form' is mandatory.
7. Internships hours do not include traveling time. Expect to spend *at least* an hour commuting.
8. An intern is expected to demonstrate an acceptable degree of competence and initiative before being given more meaningful tasks.
9. If issues arise it is the intern's responsibility to initiate dialogue with their site supervisor and inform CAPA internship staff.
10. It is your site supervisor's prerogative to make changes to your duties and assign you other tasks.
11. Interns are expected to maintain acceptable standards of dress, behavior, and respect in interaction with colleagues, supervisors and managers.
12. Interns must follow all conditions of employment at their internship site.
13. You are required to inform your supervisor at your internship site of any planned or unplanned absences or tardiness. Missed hours must be made up.
14. At the beginning of every program there is a compulsory internship orientation.
15. Interns must attend their interview at the stated time.
16. **Sites retain the right to refuse an intern on the basis of their interview.** There will be no refund in this instance. CAPA will provide a second placement opportunity.
17. In the event of an internship being terminated the Internship Supervisor will assess the individual situation and act accordingly. There will be no refunds. An alternative site will be provided only if the circumstance is deemed appropriate.
18. The CAPA Internship Supervisor has the right to terminate an internship at any time there is evidence or communication from the internship site that the student has failed to meet his or her basic responsibilities. The decision is final and may not be appealed. Under such circumstances the student will be removed from the CAPA program. There will be no refund.

I have read the above conditions and agree to abide by them.

Intern _____ Date ____/____/____

Internships Supervisor _____ Date ____/____/____



CHAPTER 4

The London Internship Experience...

Interview Technique**Preparation is key.**

Research your site in advance: its history, its products or services, its size, geographical location and its competitors. Try to anticipate some of the questions you may be asked in the interview and work out the best answers. Decide on your strengths and weaknesses and determine how you are going to express them as positively as possible.

Always be on time.

Avoid arriving late and getting flustered, but be wary of arriving too early and getting overanxious.

First impressions make all the difference.

Be smartly dressed, but feel comfortable in what you are wearing. When you meet your interviewer establish eye contact, smile and give a firm handshake. Try to demonstrate confidence and enthusiasm, but avoid sounding cocky.

Sell yourself.

Speak clearly and sit in a relaxed but alert position. Leaning slightly towards your interviewer demonstrates interest in what they are saying. Avoid speaking too slowly, as this sounds dozy or too quickly as this sounds neurotic. Avoid "waffling" or repeating yourself, and try to answer each part of a question. Use any research you have done in the interview. Be wary of monosyllabic answers: they do not come across well. Don't ask, "Will you pay for my travel expenses?"

Don't let your body language let you down.

Try to mirror the interviewer's body language. Adopt a similar posture to theirs. This helps build up a rapport and should make them more responsive to you.

Try to match your interviewer's demeanor. If serious, be formal and professional, if relaxed and a joker, be the same.

Smoking and chewing gum will not enhance your chances of making a favorable impression. While there is a more relaxed attitude to smoking in the UK, most offices now require you to smoke outside. It is advisable not to smoke or chew gum at the interview.

Some good advice:

We recommend that you seek out your internship site before the day of your interview. London can be quite confusing to figure out, and since you are not yet familiar, take the time to learn how to get to your site and time out how long it takes to get there. Purchasing an A-Z map book is often a good idea and it is the best way to navigate your way through this very large city.

WHAT TO WEAR TO YOUR INTERNSHIP

Although codes of dress are generally becoming more relaxed in London, there are still expected standards of dress to follow in certain sectors. Following is a very general guide to business dress in the UK.

Business Smart:

Generally, this standard of dress applies to the more formal professional fields. Dressing in a business suit (plain gray, black or dark blue), shirt and tie is the usual attire on a daily basis. Some companies will stipulate a white shirt. Shirts and blouses should always be pressed. For females, a plain skirt suit is usually more appropriate. Stockings and a heeled shoe are also expected.

Fields included but not limited to:

Financial industry, banking, insurance, law, or business management.

Business Casual:

Men are still required to dress in suit and tie, but these may be patterned and more colorful. Women's attire can be less formal and include trouser suits.

Fields included but not limited to:

Media presentations, recruitment, financial services, all business meetings.

Smart Casual:

This is usually a jacket and slacks. A tie may be required or an open necked collared shirt may suffice. In colder weather a smart sweater may be worn. Sandals or sneakers are not acceptable. For women: Dress pants, nothing too tight or revealing and a blouse, sweater, or nice shirt.

Fields included but not limited to:

Advertising, public relations, marketing, recruitment, publishing, fashion, education, and hospitals.

Casual:

Dress-down days are now quite common in the UK and for most people Fridays in the office will be more casual. The expected standard of dress, however, can vary greatly from place to place. As a general rule, jeans should be of a smart appearance (not ripped or soiled), as should your top. Many companies prefer you to wear sleeved tops rather than T-shirts.

Fields included but not limited to:

Music, theatre arts, broadcasting, or academic research

WORKING IN LONDON

Your working experience in London will be as diverse as the city itself. For a start, London isn't just one city but many cities, towns and villages that over a two thousand year period have been swallowed up by the huge

conurbation that is Greater London (GL). The city covers an area of over 650 square miles, (which is slightly more than half the size of Rhode Island State) and, from east to west, extends for over 45 miles. Each part of GL is as different and culturally contrasting as its possible to be. Here are just some of the areas where you may find yourself interning.

The City of London*Corporate Finance, Insurance, Banking*

This is the original London founded by the Romans on the banks of the river Thames. Also known as the square mile (it's actually 1.2 square miles, but who's quibbling?) and more usually and confusingly just as the City. At the heart of GL, it is the center of world finance (yes, even New York is a baby brother by comparison) and as a result is a dramatic architectural mix of ancient and modern. Giant glass high rises sit beside medieval halls and churches, dwarfing the grandeur of Georgian buildings like the stock exchange and Victorian oddities like Leadenhall Market in a maze of little streets and passageways. Dress here is businesslike: conservative suits and smart appearance at all times (dress-down days do happen but they are by no means commonplace). Perhaps the most surprising fact about the City is that it only has 4,000 residents. The other millions that work there each day commute in from elsewhere and, as a result, by 8 o'clock it is a ghost town. The bars and restaurants all close down and the once crowded streets are deserted. For any city thrill seekers needing entertainment later than that, a trip "up West" is called for.

Soho*Public Relations, Advertising, Broadcasting, Fashion, Retail*

Soho is the geographical and spiritual heart of central London. For most people, a trip "Up West" invariably means a visit to its many cafes, restaurants and bars. It offers shopping, clubbing, huge cinemas, top theatres and museums all within a short walk. It has been the haunt of the city's more Bohemian inhabitants for centuries and consequently has a reputation for tolerance, which is reflected in the adult shops, and gay establishments that proliferate around Old Compton Street and Dean Street. On Charing Cross road you will find the biggest concentration of bookshops anywhere in the capital, while Chinatown offers superb cuisine at a reasonable price in an authentic atmosphere. Inevitably it is the media industries, broadcasting, PR, advertising, publishing, fashion, etc., that have made Soho their home. Dress is relaxed, ranging from smart casual to casual.

Kensington & Notting Hill*Museums, Hotel Industry, Fringe Theatre, Academic Research, Medicine, Retail*

Kensington is one of most affluent areas of London and is characterized by grand nineteenth century town houses and tiny terraces of mews cottages. Much sought after and as a result, extremely expensive, the area developed following the building in the 1850's of the various museums for which the area is still best known. As it is within easy reach of central London and en route from Heathrow Airport it is a popular base for tourists and boasts

numerous hotels. Consequently, the population at any one time is probably as culturally diverse as any place on the planet. Kensington High Street is a popular shopping street noted for its market while Notting Hill, Kensington's slightly down-market neighbor, boasts Portobello Road Antiques Market and, of course, the largest Street Carnival outside Rio. As there is comparatively very little office-based work in the area, dress code tends to be practical.

Croydon

Finance, Insurance, Banking

Those of you who find yourself interning in Croydon will have a very different experience to those interning in the center of London. Croydon isn't officially part of London but is a town in its own right. In fact, with a population of over 333,000 people, it is the largest town in Europe. Its history dates back to Anglo-Saxon times, but very little remains of its medieval past. Following German bombing raids during the Second World War, most of the center of the town was destroyed and redevelopment has resulted in a modern commercial center attracting brand name companies. With excellent communications and cheaper office space, a substantial number of American, British and European Corporations find Croydon an excellent site for their corporate headquarters. As with the City, dress is business formal.

Holborn & Clerkenwell

Legal Firms, Photography, Music Management, Publishing, Engineering, Charities
Holborn has been at the center of the legal world since the thirteenth century, and wandering around the spectacular Inns of Court, it is impossible to miss the sense of history that the area conjures. The Public Records Office and the High Court are outstanding examples of neo-gothic architecture but everywhere you look, in all the many alleyways and passages, there is a delight to be found. To the north of Holborn is Clerkenwell, the latest part of London to be gentrified but still maintaining much of its distinctive charm. Until recently, it had been the home to small craftsmen such as watchmakers and ironmongers, but now galleries, photographic studios and swanky restaurants have replaced them. If you are working for a legal firm, the dress code is business formal but for the trendier occupations smart casual will be the order of the day.

Covent Garden

Museums, Publishing, Advertising, Retail, Theater, Graphic Design, Legal Firms
Covent Garden started life in the early 1600's as one of London's swankiest neighborhoods. The graceful Palladian arches designed by Inigo Jones were an instant hit, attracting a rich and aristocratic clientele. Over the years, however, with the arrival of a fruit and vegetable market, theatres and coffee houses, the area declined into the haunt of prostitutes, bawds and gamblers. Nowadays, although the theatres and coffee bars are still happily with us, the rest has gone. The market has switched from "fruit and veg" to novelty craft fare, and it is tourists that now crowd the Piazza and its cobbled

streets. With museums, chic boutiques, cafes and London's best buskers and street entertainers, the square has once again become one of the city's top attractions, encouraging media industries (particularly publishing) to open offices above its busy shops. As with Soho, the dress code is relaxed, ranging from smart casual to casual, although solicitors would expect their staff to be formally dressed.

Whitehall & Westminster

Political Parties, International Affairs, Political Science, Art Galleries, Charities
This is the political heartland of London and embraces some of the capital's most famous landmarks. The Houses of Parliament, Big Ben, Buckingham Palace and Nelson's Column are all located here. Traditionally, the imposingly bland facades of the buildings around Whitehall are the preserve of the civil servants whilst Westminster is the home of the politicians. Most of the main political parties have their headquarters in the area (Labor moved a stone's throw away over the river in the 1970's), as do the metropolitan police force (New Scotland Yard) the Church (Westminster Abbey,) and a number of trade unions. Elsewhere in the side streets are located pressure groups, think tanks, embassies, international organizations and prominent charitable institutions. Depending on your circumstances, dress code in this field varies wildly, from formal business suit to casual.

CONVERSATION IN THE WORKPLACE

Office chat – what are they all talking about?

So you have arrived at your site and are just beginning to settle in. You know where the coffee is, who your colleagues are and where the local sandwich shop is. What you need to know now is what on earth they are all talking about. Here are a few tips to the most talked about issues in a British office.

Sport

The British, (particularly British men) love their sport. They will talk about it endlessly, particularly if we do badly at something. Here are the main topics:

- **International Soccer:** First and foremost, it's called football in England and calling it anything else is frowned upon. There are 4 national sides (England, Scotland, Wales and Northern Ireland) and most of the time they disappoint. Wales and Northern Ireland rarely qualify for anything. Scotland frequently qualifies and then loses embarrassingly in the first round to a bunch of no-hopers from Papua New Guinea. England regularly looks like they might win something and then lose in the dying seconds to a fluke goal. England's finest hour: 1966 (they won the World Cup.) The natives still talk about it as if it was last Wednesday rather than over 35 years ago.
- **Domestic Soccer:** England is slightly better at this. Manchester United is the wealthiest team in the world and has the biggest fan base. In London, however, you are more likely to find Tottenham, Arsenal or Chelsea fans. If in doubt, ask any fan to explain the off side rule. This should keep their brain occupied for the rest of the day.

- **Cricket:** Don't go there. Obscure game that takes five days to play with no guarantee of a result at the end of it. Much weird technical terminology and very, very boring. It would take a lifetime to understand it. Internationally, only Zimbabwe is officially worse than England, which about sums it up.
- **Rugby:** Another sport England invented, but no longer play very well.
- **Snooker/Bowls/Darts:** Obscure sports that no one else plays, thus ensuring that the British are champions at something.

Television

British Television used to produce some of the best TV in the world. This is sadly no longer true and you are just as likely to hear people moaning about how bad something was as you are to hear that something was good. The perennial conversation pieces are:

- **Popular American shows:** Friends, ER, Ally McBeal, etc.
- **British Soaps:** There are two main soaps in the UK and much chat time is given over to their plotlines. East Enders is made by the BBC and is set in London. It is very downbeat and depressing, but the people are very realistically drawn – like you and me, only permanently miserable. Coronation Street is set in a fictional town near Manchester – larger than life characters and funnier than East Enders. This is the longest running drama on British Television.
- **Australian Soaps:** Like the above only with sun, surf and funny accents.
- **Makeover programs:** Recently there have been a whole spate of "DIY" ("do-it-yourself") shows, where amateurs and professionals redecorate their own or someone else's home, garden etc. Dreadful TV, but the Brits love it.

Transport

This one's a sure-fire winner. The vagaries of London Transport are so many and multitudinous that it's almost inevitable that on any given day somebody in the office had a hard time getting to work. This is a country where a few stray leaves on a track can bring the whole rail network grinding to a halt; imagine what an inch of snow can do.

The Weather

Yes, it's true; the British do talk about the weather all the time. This is because it is constantly changing. This is the country where it can rain, snow,

blow a gale, hail, have thunder and lightning and be gloriously sunny all in one afternoon. Whatever the weather outside, you can guarantee people inside will be complaining about it.

DON'T UPSET THE NATIVES! QUICK LESSONS IN ...

While the British are a fairly easy-going bunch and are very tolerant of foreigners in general, one or two things can get their backs up. For an incident free internship, here are a few pointers about what is and isn't politic in front of the locals.

Geography: The correct name of the country is The United Kingdom of Great Britain and Northern Ireland. Admittedly, this a bit of a mouthful for everyday use, and Great Britain, Britain, the UK or even the United Kingdom are all acceptable alternatives. Don't, however, make the mistake of using England or the English when referring to the Island and its inhabitants. England is only a constituent part of the UK and to the Welsh, the Irish and the Scots, being referred to as English is one of the worst insults you could throw at them.

Vocabulary: An awful lot of British place names are unpronounceable. This is a simple fact that seems to be obvious to everyone but the British themselves and for some strange reason they can get highly irritated by a simple mispronunciation. So, to avoid heavy sighs and patient frowns, here are some of the names you are most likely to encounter with their phonetic spellings:

Leicester Square
The Thames
Gloucester Road
Warwick Road
Grosvenor Square
Berkley Square

Les-ta Square
The Tems
Glos-ta Road
Wor-ik Road
Grove-na Square
Bark- lee Square

History: The Brits and the Americans tend to have the same take on most things historical but not always. Take 1776 for instance: to the Brits it's no big deal. As a nation that once ruled a quarter of the globe, the loss of a few colonies here and there is fairly unimportant. So if you fancy some good-natured jibes about the American Revolution at the expense of your British cousins, don't be surprised if you get a few blank stares. In England, no one cares and besides, the Brits call it The American War of Independence. The first and second world wars, on the other hand, are a very different matter. As far as the Brits are concerned, they stoically held the fort while America dithered, and any attempt to suggest that the Yanks saved the Brits' bacon not once, but twice will be very hotly disputed.

Religion: Britain is not a religious nation. If pressed, most people will admit to being “C of E” (Church of England), but reserve the right to do nothing about it. For most Brits, religious affiliation is regarded as an intensely private matter and evangelizing is most definitely frowned upon.

Math: It's “maths” in England. The CAPA staff are in some dispute as to which version is grammatically correct.

A (SLIGHTLY) IRREVERENT GUIDE TO THE BRITISH AT WORK

Language

George Bernard Shaw probably said it best: America and Britain are two nations divided by a common language. You may think you understand what we are saying, but don't bet on it. The unwary American negotiating the nuances of Brit-speak in the workplace is treading a minefield of innuendo, double entendre, sarcasm and irony.

The British use language in a different way to your average American. Not only do they use entirely different words for things and totally different expressions (see the section on office lingo), they also employ subtle variations of emphasis and delivery to make an apparently innocuous comment humorous or patronizing, or on occasion downright rude. For a visitor newly arrived in the country, this use of the put-down can be a little daunting. Cutting remarks and humorous asides made by your colleagues may go right over your head for the first few weeks. Don't worry, though - as with any new language, prolonged exposure will eventually mean you will begin to pick your way through the language mine-field and, who knows, maybe make a few of your own.

IMPORTANT NOTE: The confidence to chat with your colleagues may have unfortunate side effects. While you might be well on top of the irony thing and giving as good as you get in the sarcasm stakes, there are certain expressions that have unfortunate and rather embarrassing meanings over here.

It is almost inevitable that at least once you will convulse the office with an unfortunate turn of phrase that at home is completely innocent but over here is just vulgar. Just as you might laugh if a Brit in the States announced, “I'm going outside to have a fag” so they will laugh if you announce that someone you particularly admire “is full of spunk.” As a general rule the British have a great fondness for vulgarity and will take every opportunity to have a snigger, so if you should unintentionally say something unfortunate, just laugh along with them and make a note of what not to say next time.

British Reserve

For the first couple of days you probably won't hear a word spoken anyway. As you confidently stride through the office bestowing early morning peppy greetings upon all and sundry, don't be alarmed if all you get in return are monosyllabic grunts. This is a very British thing (particularly with Londoners) and translates as:

“Hi, welcome to the company, I really hope you have a good time. We are really friendly here, but not for the first week because we are also very shy and besides, it's not very British to be over-enthusiastic about anything...except sport, that is.”

They will mellow, but it takes the Brits time to overcome that famous reserve of theirs. Catch them in the pub on a Friday after work and you won't recognize Paul and Roger from Marketing or Jane and Sarah from Accounts as the same people.

The Pub

In most companies, the pub on Friday is practically a ritual. It's a time to unwind, loosen up, mull over the week's business and generally chill. It's a place where the management and staff can chat on (almost) equal terms and get to know each other socially. As much constructive communication can take place over a pint after work as in the office, and it is certainly an excellent opportunity to gain valuable business and cultural insights.

Reading & Current Affairs

By American standards, the British read lots (lots and lots), and by British standards Londoners read even more. Take the tube in the rush hour and you can almost guarantee that anyone seen either talking and/or not reading something is a visitor. Almost everyone in the UK reads some sort of newspaper. These range from quality “broadsheets” to sensationalist “tabloids”.

Different papers cater to different educational levels and cultural backgrounds and generally have a fairly fixed political stance. The news they carry tends to be far more international than the American press and, as a result, the British are likely to have a far greater understanding of international affairs.

As an American, your alternative take on any given subject will be of genuine interest to your colleagues and so to avoid looking ill-informed it is a good idea to acquaint yourself with the news of the day. The cheapest way to do this is to pick up a copy of “Metro” at the tube station in the morning. This is a free newspaper that nicely summarizes the main domestic and international news with special offers on events in and around London, reviews and information, etc. It's a light read and can be finished in one twenty-minute tube journey.

Getting to Work

Londoners moan about two things above all else: the weather, because it is generally lousy, unpredictable and can ruin your day, and the Tube, because it is generally lousy, unpredictable and can ruin your day. If everyone at your site gets in on time, it's usually cause to crack open a bottle of something special and declare a day's holiday. The Tube is the oldest underground railway system in the world, with bits dating back to the days of steam, and it shows. It is over-extended, over-crowded and under funded. There is nothing quite so unpleasant as getting intimately acquainted with somebody else's armpit 600 feet underground, on a crowded carriage, at the height of the summer heat wave. You have been warned!

There are alternatives, however: some planning ahead might make it possible to go to work by bus. This mode of transport is still slow (the average speed of rush hour traffic in London is about 5 miles per hour), but it is above ground and affords you ample opportunity to see the city. To certain sites, it is also possible to take the overland train: cleaner, more comfortable and faster than the tube, unfortunately it is only really applicable to those people working in Croydon. Finally, of course, there is walking: cleaner, environmentally friendly, the best way to see London, and good exercise. If your site is within a reasonable distance this mode of transport comes highly recommended. However, if you really have no other option than using the tube, one last piece of advice:

Don't forget to stand on the right on the escalators. Failure to do so really irritates the natives.

The London A-Z

Whatever mode of transport you decide to use, be it for business or pleasure, a copy of the London A-Z is an absolute essential. It covers the whole of London, listing all streets and is available at all bookshops and most corner shops for approximately £6.

Space

By US standards most things in Britain are smaller. The cars they drive, the food portions they eat and the houses they live in all appear tiny to most Americans. The same is true of office space. Property rental in central London is exorbitant and consequently space has to be managed very carefully. While most offices in the City are purpose-built, elsewhere the majority are converted town houses, which means they are not necessarily the right design for a modern office. Everything is usually cramped with desks piled high and shelves overflowing. Don't assume however, that this is indicative of inefficiency. It's usually the reverse; precisely because they are so limited they have to be doubly careful with the space they've got. Lack of space is the primary reason most London firms feel they can't take an intern.

The British Attitude to Work

Although it very much depends on the type of company you have joined, most interns find the British attitude to work much more relaxed than that of their American counterparts. While you may find in the States that office hours and break times tend to be more structured, in Britain they like to take things a little easier, finding time for a chat and a cup of tea (an office essential) and perhaps working later. The job gets done either way, but we like to think our days are just a little less stressful.

Profanity

Many American students are often surprised by British attitudes to swearing. It's a gross generalization, but as a rule swearing in the workplace is more common and more acceptable. While it isn't necessarily encouraged, no one tends to take particular offence. There are always exceptions, however, so don't arrive at your site "effing and blinding" (as the British say.)

The Telephone

It pays to know that telephones are not cheap in the UK. Even a local call costs money, so be aware when you use the phone. Eight o'clock in the morning until one in the afternoon is the peak rate time when calls are at their most expensive, and then the price drops in the afternoon until six o'clock, when cheap rate calls can be made. Your company may have a policy detailing when certain calls can be made or when you can surf the net, so check in advance to avoid embarrassment.

National Holidays (Bank Holidays)

Many public holidays in Britain are known as bank holidays so called because these are the days on which banks are legally closed. Most fall on a Monday.

January 1	New Year's Day
	Good Friday
	Easter Monday
	May Day Bank Holiday
May (First Monday in May)	
Late May (Last Monday in May)	
August (Last Monday in August)	Bank Holiday
December 25	Christmas Day
December 26	Boxing Day

MAKING THE MOST OF YOUR EXPERIENCE

Please read this section carefully. It will ensure you have as a rewarding internship as possible.

Your internship should be viewed as a way to submerge yourself in British culture and to gain a better understanding of the British workplace. Internships in the UK are approached quite differently from those in the US, and this cultural and social exposure should be at the forefront of your mind as you embark on this new experience.

An internship in London is much more than a résumé-builder. Swallowing your pride and winning the respect of your co-workers and your site supervisor is your greatest immediate challenge. Please remember that one academic term in London is a very short time, and time is already running out.

You must demonstrate the ability to use your **initiative** and show that you are a **competent** worker before you will be issued with real responsibilities. If you do not demonstrate that you are a capable worker, you may spend the internship being a “gofer” or doing “grunt work.”

Below are some recommendations and suggestions to help you make the most of your internship.

- 1) **Be patient & flexible.**
- 2) **Confront and discard your expectations.** Your expectations about the internship may bear little resemblance to reality. Focus on reality and try to discard any misguided preconceptions as soon as possible.
- 3) **Observation is the key. Keep your eyes & ears open.** Gain an insight into British culture by observing how your colleagues interact and how work is approached.
- 4) **Research your internship site. Show that you are alive to your position as an intern.** Ask, “what?,” “why?,” “how?,” “when?” If told, “I’m too busy to explain to you,” ask if you can watch. Later describe the process as you saw it and ask if you got it right.
- 5) **Talk with your colleagues.** Discuss the internship site; their role within the organization, how you may assist them, your goals for the internship experience and future career aims.
- 6) **Do not judge everything by your own standards.** Most people are conditioned to think that their way of doing things is the best way. Try to overcome your innate prejudices and accept that there is more than one way of looking at something.

7) **Be professional, dedicated and conscientious.** Arrive on time and inform your site beforehand if you are going to be late.

8) **Be independent and responsible.** Unlike in the classroom, once you take on a responsibility you will be on your own. The consequences of irresponsibility are far greater than they would be in class and your negligence could cost the organization time, clients or profits.

9) **Reflect thoughtfully on your experience.** Make regular journal and achievement log entries.

10) **Communication is essential. Remember to keep in contact with the internship co-coordinator and the site supervisor.** Do not let problems build up. They can often be solved, if nipped in the bud and dealt with in good time.

11) **Remember that you are a guest.** You have been given the opportunity to help the site meet its professional goals. Do not expect to “take over” and become indispensable to your site.

12) **Always follow up on a task.** See if you met the regular standards for the task. Did you complete the task as planned? If not, why?

13) **Be creatively assertive.** If necessary, clarify your role with your supervisor. Ask to become involved in areas of the organization that interest you. Contribute to proceedings without being asked. Demonstrate your true worth. Don’t wait to be told everything and don’t allow yourself to start thinking “There is nothing I can do.”

14) **Try to look at the overall picture.** The internship experience lasts up to 15 weeks. Look beyond the moment and try to appreciate the whole picture. After all, when you look back on your internship, it is the overall picture that will stay with you and not the minutiae of your daily tasks.

AND...ENJOY YOURSELF!



CHAPTER 5

Reference Section...

IMPORTANT WEB SITES FOR INTERNS

Academic & Work Related:

Internshipprograms.com

capaprograms.org

Internships4america.com

CareerplanIt.com

Risingstarinternships.com

Careertalk.com

bunac.org

Social:

britain.co.uk

greatbritain.co.uk/history

visitbritain.com

londontown.com

timeout.com

budgetbritain.com

studyabroad.com

workabroad.com

jobsiteuk.com

SUGGESTED READING LIST

Understanding British English

Margaret Moore
Citadel Press 1989

The Five Minute Interview

Second Edition
Richard H. Beatty
John Wiley & Sons, INC. 1998

The Successful Internship

Transformation and Empowerment
H. Federick Sweitzer
Mary A. King
Brooks/Cole Publishing Company 1999

The Cultural Experience: Ethnography in Complex Society

James P. Spradley, David W. McCurdy

Internship Success- Real World, step by step advice on getting the most out of your internship

Marianne Ehrlich Green
1998

The Back Door Guide to Short-term Job Adventures: Internships, Extraordinary Experiences, seasonal jobs, volunteering, and work abroad

Michael Lands
1997

The Imaginative Souls Guide to Foreign Internships: A roadmap to envision, create and arrange your own experience.

Laura Hitchcock 1993

TWO COUNTRIES DIVIDED BY A COMMON LANGUAGE

UK

A

Accident and Emergency (A&E)
Aerial
American Football
Anorak
Aubergine
Autumn

B

Bank Holiday
Bill
Bin
Bin Liner
Biro
Beeper
Bloke
Bonnet (Car)
Bother (a bit of)
Braces
Brilliant
Bum bag

C

Call Box
Cardigan
Cash Point
Casualty
Cellar
Cheers
Chemist
Cheerio
Chips
Curriculum vitae (CV)
Coach
Cotton
Courgette
Crisps
Current Account

US

E

ER
Antenna
Football
Raincoat
Eggplant
Fall

N

National Holiday
Check
Trash Can
Garbage Bag
Pen
Beeper
Guy/man
Hood
A Fight
Suspenders
'Cool'
Fanny pack

P

Pay Phone
Sweater
ATM
ER
Basement
Thank You
Drugstore
Good bye
French Fries
Resume
Long Distance Bus
Thread
Zucchini
Chips
Checking Account

D
 DIY(Do It Yourself)
 Dodgy
 Drawing Pin
 Dressing Gown
 Dustbin

E
 Earth (as in electrics)
 Engaged (as in telephone)
 Estate Agent

F
 Fag
 First Floor
 Fishfingers
 Flannel
 Football
 Fortnight
 Freephone
 Full stop

G
 Gas
 Gladrags
 Grass Up
 Guv

H
 Handbag
 Headmaster/Mistress
 Hire
 Holiday
 Hoover

I
 Ice Lolly

J
 Jelly
 Jumper

K
 Knickers
 Knock Up

Renovating/remodeling
 Questionable
 Tack
 Robe
 Trash Can (outside)

Ground
 Busy
 Realtor

Cigarette
 Second Floor
 Fishsticks
 Washcloth/Facecloth
 Soccer
 A Two-Week Period
 Toll-Free Number
 Period

Natural Gas
 Best Clothes
 To Inform On
 Boss

Purse
 Principal
 Rent/lease
 Vacation
 Vacuum

Popsicle

Jell-O
 Sweater

Women's Underpants
 Wake up

L
 Ladder (as in pantyhose)
 Letter Box
 Loo Roll
 Lift
 Loo

M
 Maths
 Mobile

N
 National Insurance Number
 Nick
 Nick, The

O
 OAP (Old Age Pensioner)
 Old Bill

P
 Pants
 Pavement
 Pensioner
 Petrol
 Pillock
 Plaster
 Plonker
 Post
 Post Code
 Prat
 Primary School
 Pritt stick
 Public School

Q
 Queue up

R
 Return (As in bus or train ticket)
 Reverse Charges
 Ring (as in telephone)
 Rubber
 Row (pronounced like how)
 Rubbish

Run
 Mail Box
 Toilet Paper
 Elevator
 Toilet/Bathroom

Math
 Cellular phone

Social security Number
 Steal
 Prison/Jail

Senior Citizen
 Police

Men's Underpants
 Sidewalk
 Senior Citizen
 Gas
 Idiot/Moron
 Band-Aid
 Idiot/Moron
 Mail
 Zip Code
 Idiot/Moron
 Elementary School
 Glue stick
 Private School

Line up

Round-Trip Journey
 Collect Call
 Call
 Eraser
 Argument
 Garbage/Trash

S

Sack (as in to lose ones Job)
 Selotape
 Single (as in bus or train ticket)
 Solicitor
 Surname
 Swede
 Sweets
 Swimming Costume

T

Takeaway
 Tap
 Telly
 Term (as in school)
 Tights
 Tip
 Tippex
 Trainers
 Transit
 Treacle
 Trousers
 Tube

U

Underline

V**W**

Whinge (pronounced like hinge)

X-Z

Zed

Fire
 Scotch Tape
 One way
 Lawyer
 Last name
 Rutabaga
 Candy
 Bathing Suit

Takeout
 Faucet
 TV
 Semester
 Pantyhose
 Garbage Dump
 White Out
 Tennis shoes/Sneakers
 Delivery Van
 Molasses
 Pants
 Underground/ subway

Underscore

Whine

Z (as in the letter of the alphabet)

