**Keira Macleod – Intern – Enterprise Rent-A-Car.**

I was just Googling one day - enterprise opportunities Inverness, and Enterprise was really the only one that came up around this area so I just thought “I may as well apply for it,” because I'd applied for an internship the year before but they were in smaller companies. So once I applied, I got an email inviting me for a telephone interview, I then did the telephone interview - it was about 10 or 15 minutes long. So then they emailed to say that I'd been successful and that I was going to the assessment centre which was like, a full day down in Stirling. I took part in an assessment day, it lasted from, like, nine until five and it was just a whole like, day doing activities, like what you would typically do in the branch. At the end of that, I got the result of that like a week later, and they phoned you up to tell you whether you had been successful or not, and said I was successful and then I had to come into the branch in Inverness to decide basically, whether I wanted to accept the position or not. So I had a look round, met the staff and obviously decided to accept it.

As an intern I thought I would just sort of be doing like, sales and dealing with customers - but it's totally not like that. So on my normal day it will be like, you would serve customers; get them checked into their cars; go over their insurance, but, there is a lot of, like, behind the scenes stuff. At the moment I’m setting up an accounts receivable project. So, getting in touch with accounts that haven’t paid their bills; debts that have gone bad; making sure that I am getting a payment date. I do a lot of marketing with them, so, the dealerships like Renault and car garages that we deal with on a day to day basis. So, getting in touch with them; making sure they are happy with the service; giving goody boxes to them to make sure that we like, thank them for their service, stuff like that, which is like, interesting for me because I’m wanting to study, specialise in marketing so getting to do stuff behind the scenes is good. That’s something I didn’t think I would be doing when I applied for the job, I just thought, like, I’d be doing customer service and stuff but it’s a lot just like running your own business.

From what I learn in Uni, like, every day you sit in lectures and do assignments but then actually coming here I feel like I have been able to put things into practice, so like, I have just finished studying accounts as one of my modules and it’s like, totally different from just being given like an accounts assignment and being like “do it” but when you come in here you actually put it into practice, so like I’m actually phoning up people and being like “your invoice is overdue, you’re into bad debt”, doing stuff like that is like, puts what you are learning into … and makes you realise that “yeah, I actually do want to study business management.” Which kind of puts everything into perspective.

I feel like it has really helped my confidence, I’m just like, a lot more confident since like, my first day, like, I was just kind of … you don’t get thrown in the deep end but like, the phones ringing and you’re answering it just like, you kind of don’t really have time to think about it.

I work quite a lot of hours, so it’s like, not really got a start and finish time if you know what I mean, so I come in and I’m like: “Oh yeah I’m working until five tonight”, but like, if like, if they need me to stay on, you stay on like to help customers because you kind of go out of your way to like, help people.

So I think that has really developed my customer service skills, communicating with people face to face and over the phone. You’ve got to be kind of resilient, you do get a lot of things thrown at you, like you’re in a situation where if someone is on the phone like, mad that they’ve broken down, you don’t know what to do like, you’ve got to overcome, I feel like my problem solving has definitely improved, like, you’ve got to think on the spot.

In the branch they are also helpful because everyone starts in the same position. I have a folder that I work through and I have like, certain tasks and stuff that I need to do and everyone has done it because they all started from the same level so like, everyone is so helpful to be like: “Oh this is what I did”, and they show you like their projects, because we’ve all got specific projects we work on. What I would say is that if you were thinking of applying, reach out to someone who works there, and they are always like, willing to help you and like, let you know what the assessment day is about. Professionally like, it has made me like, more determined to want to finish my degree and hopefully get on to the graduate programme and then - I’ve obviously done an internship - start from management trainee and the then work my way up and Enterprise is somewhere I would love to come back to to work.

It is quite a long like, application process, but it is worth it in the end.