

Summer Internship Program – Sales Based

Week 1: Orientation and Training

- Introduction to RGA's company culture, values, and operational procedures.
- Overview of the internship program's objectives and expectations.
- Training on Rubbertree CRM system and data entry protocols.
- Introduction to PPE needed to be onsite at customers (hard hat, steel toe shoes, safety glasses, ear plugs, RGA safety vest) Maybe a swag bag with a polo shirt, vest, cup, and other items.

Week 2-8: Rotational Experience

- **Weeks 2, 4, 6, 8: Inside Sales/Shop**
 - Assisting the Inside Sales team in processing orders and handling customer inquiries.
 - Learning about product offerings and pricing structures.
 - Gaining experience in upselling and cross-selling techniques.
 - Assisting in updating existing contacts and deleting dormant contacts in Rubbertree CRM based on provided lists.
 - Time spent in the Shop learning Fabrication of hoses, gaskets, and belting.
- **Weeks 3, 5, 7: Outside Sales**
 - Shadowing Branch Manager or Sales Representative on sales calls.
 - Assisting in logging calls and updating contacts in Rubbertree CRM system.
 - Conducting follow-up calls on quotes and tracking progress.
 - Engaging in discussions with customers to understand their needs and preferences.
 - Working on special projects assigned by the Outside Sales team.
- **Throughout the Internship**
 - Regular check-ins with assigned mentor for guidance and feedback.
 - Weekly meetings to review progress and discuss any challenges.
 - Collaboration with other interns and full-time employees on group projects.
 - Attendance at sales meetings and training sessions to further develop skills.
 - Final presentation of internship experience and project outcomes.

This internship program provides interns with a comprehensive experience in Outside Sales, Inside Sales, and Shop operations. By rotating through different departments, interns gain a well-rounded understanding of RGA's business model and customer interactions. The focus on utilizing Rubbertree CRM for data management ensures interns develop practical skills relevant to sales and customer relationship management. Overall, this program aims to provide valuable learning experiences while contributing to the achievement of RGA's sales objectives.