**Music Mountain Water Co**

**The Reliable Source**

 Welcome to the Music Mountain Water Intern Program! Our vision for this program is to offer a working opportunity to young adults and students that expose them to the manufacturing industry while teaching them skills in business and production processes.

 The Music Mountain Water Intern Program is offered to High School and College students that are a minimum of 17 years of age. This program is a hands-on working opportunity to gain experience in a manufacturing plant or other business environment while learning about different aspects of business. Each intern will be required to submit a brief summary report of what they expect to get out of the program before they begin and a conclusive report of what they learned and gained from the experience when they complete the internship program. All interns will be encouraged to stay in school and inspired to gain a higher level of education after they finish the program.

 *Music Mountain Water is an equal employment opportunity employer. Discrimination because of race, religion, sex, handicap, or nationality is strictly prohibited in our organization.*

# Overview of Program

**General Information:**

 The internship program will be a learning opportunity that teaches young adults about business, leadership, management, work ethic, work place safety, human relations, Customer Relationship Management and specialized manufacturing skills. The interns will be expected to follow and abide company rules and regulations that are explained in the Music Mountain company employee manual. All employee rules and regulations will apply to interns just as they do to any Music Mountain employee.

 Each Intern will be trained on how to perform their work duties. They will be required to attend all safety meetings and training sessions. They will not be expected to perform any task without complete knowledge of what they will be doing. Safety is extremely important to Music Mountain Water and will be considered as a priority for every job task.

 Office interns will be more focused on general office duties such as clerical, filing, answering telephones, using computers and working with other permanent Music Mountain Team Members in their particular fields. Interns may be specifically focused on a particular field such as accounting, sales and marketing or IT.

 For interns that are below the age of 21, parents of each intern will be required to sign a release form for their son or daughter to work at Music Mountain Water. We welcome their parents to visit the plant and consult with management about their son or daughters activities performed during the internship. We encourage the involvement of parents in their son or daughters internship program, and will be happy to answer questions at any time regarding their employment with Music Mountain Water.

 At the end of each week there will be a meeting to discuss what they have learned and answer any questions about the business aspect of their job. They will be expected to give feedback on their jobs and encourage suggesting any improvements that may increase efficiency and/or working environment.

**Prohibited Activities and Duties for Interns:**

 Interns will be prohibited from

* Operating fork lift trucks until they have been properly trained and certified
* Driving Route Trucks unless they have a current CDL Driver’s License.

**Job Description and Responsibilities**

**Production Plant Interns:**

 Some of the jobs that an intern can expect to learn and perform are as follows:

* Learn the details of how each machine works and what effects reliability and efficiencies by serving as an operator during regular production.
* Operate different pieces of equipment i.e. fillers, case packers, labelers, palletizers, blow molders, etc.
* Assist in changeovers and Preventative Maintenance procedures.
* Participate in troubleshooting problems to help the team reach and maintain maximum efficiencies.
* Interns may rotate between Mechanic & Operator/Mechanic positions
* General cleaning of equipment and work areas.
* Miscellaneous tasks throughout the plant as required.
* Learning and becoming certified to operate fork lifts.
* Gain exposure to things like pneumatics, hydraulics or electrical, Manufacturing equipment, Blow Mold operations

Line Mechanic -Interns will need to provide their own basic tools for necessary day to day functions

 **Marketing/Customer Relationship Team Interns:**

Some of the jobs that an intern can expect to learn and perform are:

* Operating a multi- line telephone, photocopy machine, facsimile machine, mail postage machine and computer workstation
* Answering phones and learning Customer Relationship Management skills.
* Clarifying and resolving open billing questions by accessing bookkeeping system
* Imputing records of Orders, Deliveries /shipments, Customer messages, etc.
* Processing New Customer Orders submitted online or over the phone
* Conduct Customer Interviews
	+ New Customers –Monthly follow for 1st 3 months to make sure we are meeting their expectations and they understand our procedures i.e. billing, delivery schedule, product usage, etc.
	+ Discontinuing Customers- to identify the reason they are discontinuing our service. ?
* Negotiating collection and payment arrangements
* Greeting visitors in a professional and friendly manner
* Assisting with some sales documents such as quotations and pricing.
* Working /interfacing with Sales, Customer Delivery and Accounting, departments.
* Helping to keep office areas clean, neat and organized.
* Basic office clerical work such as filing, printing documents and answering the telephone system.
* Performing other duties as assigned

**QC Tech Interns:**

Some of the jobs that an intern can expect to learn and perform are:

* Learn to run basic biological and chemical tests
* Collect daily samples from all production lines for analysis
* Maintain sample library in case a comparative must be done
* Learn tracking and accountability through data entry for sample results
* Learn OSHA, FDA, and SQF requirements as it relates to the water industry
* Assist in storage tank and over the road tanker inspection & cleaning

**IT Tech Interns: (NA in 2018)**

Intern will be exposed to and assist IT manager with things like:

* hardware & software installation and or maintenance
* Telecommunications equipment
* Security system maintenance & operation
* Database query programs

**Special Projects-** The following is a list of projects that may be included in a Special Project Internship. Since some initiatives would best be accomplished by having a broad range of skills represented, an Intern led Team” could be established. If established, these Projects/Internships would be in addition to the ones listed above.

**Special Project Interns:**

Some of the jobs that an intern can expect to learn and perform are:

* Exposure to a wide range of business topics by working directly with Senior Management.
* Assisting one or more of Senior Managers by receiving calls, organizing follow up, filing paperwork, doing research, working with spreadsheets, etc.
* Participating in discussion groups, brainstorming sessions
* Work on Special projects such as;
* Social Media
	+ Create “How to” instructions for Facebook and other Social Media options to be used to educate employees on how to promote Music Mountain Water to their friends and associates.
		- Share, Post, Scheduling, (best methods)
		- Attracting people to website & keep them clicking
		- Tracking
	+ Learning how to deal with and manage negative posts
	+ Creating content for Company Posts & E-mail blasts
* Website
	+ Identifying how to manage Company website Show pics of RSRs (also delivery notices).
	+ About us- Pictures, Did you know, How to use, Our water, etc
	+ Recipes- Apple vinegar
	+ Ask questions, Contests on knowledge
	+ Add pictures & current events
* Facility Maintenance Team
	+ Fabricating and Replacing missing or damaged drain grates throughout the warehouse. Replacing rollers and adjusting existing roll up doors, running cable for security cameras, disassembling existing electrical conduit, panels, & wiring, trouble shooting and repairing lights or switches
	+ Installing and wiring lighted “Music Mountain Water Co” letters on front of building.
	+ Power cleaning and refurbishing front of the historic Coca Cola Plant (MMW offices & warehouse)
	+ Fabricating aluminum stairs, railing, and awning to attach to a new “Event truck”
* Auto Shop Interns
	+ Organizing Auto/Truck mechanic shop and preforming maintenance on Company vans, Pickup trucks, and Classic cars.
	+ Assisting Facility Maintenance Team when needed

**Hours of Operation:**

During the school year, Interns will have the opportunity to work 8-16 hours a week as long as their grades are satisfactory. During the summer months interns will be have the opportunity to work up to a 40 hour week. Hours of operation are 6:00 AM – 10:00 PM for the plant and 7:00 AM - 5:30 PM for other operations. Each interns schedule will be set by their supervisor.

**Compensation and Benefits:**

 Benefits such as vacation, health insurance, or retirement are not offered to interns because the employee classification will be an internship. Starting pay for interns will be paid **$10.00** per hour. Interns that perform exceptional work will be eligible for merit raises. Normal state and federal taxes will apply for interns. Each intern will receive a W2 tax form in January of next year for tax preparation.

**General Company Information**

What You Can Expect From Music Mountain Water Co, L.L.C.

Music Mountain Water Co, L.L.C. is a Shreveport, Louisiana based, family owned company that produces bottled water in numerous bottle/package sizes. We produce Music Mountain labeled water, and copack Custom and Private labeled water for a wide variety of customers ranging from large retail grocery and drug store chains to small shops and events. In addition to bottling water, we provide Bottled Water Delivery Service to homes, offices, and industry in most of Louisiana, East Texas and southern Arkansas. We have been in business since 1980. We believe in creating a harmonious working relationship between all employees. In pursuit of this goal, Music Mountain Water has created the following employee relations objectives:

1. Provide an exciting, challenging, and rewarding workplace and experience.

2. Select people on the basis of skill, training, ability, attitude, and character without discrimination with regard to age, sex, color, race, creed, national origin, religion, marital status, or a disability that does not prohibit performance of essential job functions.

3. Compensate all employees according to their effort and contribution to the success of our business.

4. Review wages, employee benefits and working conditions regularly with the objective of being competitive in these areas consistent with sound business practices.

5. Provide paid vacations and holidays, health and retirement benefits to all eligible employees.

6. Assure employees, after talking with their manager, an opportunity to discuss any issue or problem with officers of Music Mountain Water

7. Provide buildings, offices, and work areas that are comfortable, orderly and safe.

8. Promote employees on the basis of their ability and merit.

9. Make promotions or fill vacancies from within Music Mountain Water whenever and to the extent that it is practical.

10. Promote an atmosphere in keeping with Music Mountain Water values, beliefs, principles, vision, mission, and goals.

##### Core Values, Beliefs and Principles

Music Mountain Water Co, L.L.C. operates on a set of principles that serve as a guide to individual and group behavior, as well as to overall business strategies.

## Ethics

The highest standards of integrity, ethics and fairness must prevail in all transactions and relationships.

## Community Responsibility

Although Music Mountain is involved and supports many local organizations and events that enhance the quality of life in the communities we serve, the company can most effectively contribute to the wellbeing of the community by creating and maintaining safe, productive and rewarding jobs. Business performance and jobs will be the first priority in the commitment of our time, energy and resources.

## Continual Improvement

The most important business leadership priority is sustaining a system of values and a culture that reflects a company-wide commitment to:

* Developing uniquely cost-effective approaches to problems and opportunities.
* Defining and implementing winning strategies; those that provide win/win outcomes without invoking loss on others.
* Continuing to improve individual and team performance.
* Being willing to take calculated risks and learning from our mistakes.

## Value to the Customer

Sustaining superior financial performance requires that the primary thrust of the entire organization be directed toward providing superior value to its customers at the most competitive cost. We must strive to earn and re-earn the respect and trust of our customers. Processes, the resulting products and Service levels must be near to best-of-class and must exceed the performance of our competitors.

*Outside Employment*

Employees may not take an outside job, or enter into a contract with a customer or competitor of Music Mountain Water either for pay or as a donation of her/his personal time, nor may they do work on their own if it competes in any way with the sales of products or services we provide our customers. If your financial situation requires you to hold a second job, part-time or full-time, or if you intend to engage in a business enterprise of your own, you must notify Music Mountain Water. In the interest of personal safety and wellbeing, you are required to notify your manager of any outside employment.

**What Music Mountain Water Co, L.L.C. Expects From You**

Music Mountain Water Co, L.L.C. needs your help in making each working day enjoyable and rewarding. Your first responsibility is to know your own duties and how to do them promptly, correctly, and pleasantly. Secondly, you are expected to cooperate with management and your fellow employees and to maintain a good team attitude.

How you interact with fellow employees and those whom Music Mountain Water serve, and how you accept direction can affect the success of your department. In turn, the performance of one department can impact the entire services offered by Music Mountain Water. Consequently, whatever your position, you have an important assignment: perform every task to the very best of your ability.

You are encouraged to grasp opportunities for personal development offered to you. This manual offers insight on how you can perform positively and to the best of your ability to meet and exceed Music Mountain Water expectations. Continual personal and corporate improvement is a key component of the Music Mountain organization.

We strongly believe you should have the right to make your own choices in matters that concern and control your life. We believe in direct access to management. We are dedicated to making Music Mountain Water a company where you can approach your manager, or any member of management, to discuss any problem or question. We expect you to voice your opinions and contribute your suggestions to improve the quality of Music Mountain Water. We are all human, and good communication with each other and with management benefits everyone.

Remember, you help create the pleasant and safe working conditions that Music Mountain Water intends for you. The result will be better performance for the company overall, and personal satisfaction for you.

**Intern Commitment**

Dear Intern,

 Music Mountain Water is pleased to have you as an intern this summer! You have our assurance that we will treat you with the same integrity as all Music Mountain employees. We have an open door policy at our company, which means that you can come speak to any manager or supervisor about any problem or question that you may have. This program is designed as a learning experience for you and welcomes feedback from both you and your parents. We look forward to a great internship this summer.

**Plant Intern Commitment Statement**

If I am chosen to participate in the Music Mountain Water Intern program, I agree to fulfill all my obligations as an Intern. I understand and agree with all rules and regulations of this internship program. I will faithfully, to the best of my ability, perform all work responsibilities and use this experience to gain knowledge of business practices and the manufacturing industry.

I understand that I will be working in a manufacturing plant and will be working in an environment that contains some fork trucks, and other types of heavy machinery that can be dangerous and requires me to take precaution and be safety conscious at all times. I will follow all safety rules and ask questions if I am unsure of how to be safe.

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_

**Marketing/ Office Admin Intern Commitment Statement**

If I am chosen to participate in the Music Mountain Water Intern program, I agree to fulfill all my obligations as an Intern. I understand and agree with all rules and regulations of this internship program. I will faithfully, at the best of my ability, perform all work responsibilities and use this experience to gain knowledge in different aspects of business practices.

I will follow all safety rules and ask questions if I am unsure of how to be safe.

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_

**Internship Application**

**Please include a copy of your most recent transcript when submitting this application**

**Please submit a brief essay, handwritten or typed, with application** on what you would like to learn and achieve from this internship program. You will also be required to submit an essay at the end of the program explaining what you learned and what you might change about the program.

*(Essays will not be graded or judged for grammar, spelling, or penmanship. Their purpose is to express your reasons for wanting to participate and what attributes you bring with you.)*

|  |
| --- |
| * **Production Plant**

Areas of expertise, experience and/or interest* Instrumentation
* PC logic/Robotics
* Fabrication
* Welding
* Tool & Die
* Electrical
* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* **QC Tech**

Areas of expertise, experience and/or interest* Biology
* Testing
* Production
* Regulations/Safety
* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* **IT Tech**

Areas of expertise & experience and/or interest* + Hardware
	+ Software installation and or maintenance
	+ Database query programs
	+ Telecommunications equipment
	+ Security systems
	+ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* **Customer Relationship Team**

Areas of expertise, experience and/or interest * Customer Service
* Customer Relationship Management
* Inside Sales
* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
 |

|  |
| --- |
| **Special Project Internships*** **General Business**

Areas of expertise, experience and/or interest* Marketing
* Accounting
* Human Resources
* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* **Social Media/Website**

Areas of expertise, experience and/or interest* Marketing
* Website design
* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* **Facility Maintenance Team**

Areas of expertise, experience and/or interest* + Electrical
	+ Fabrication
	+ Welding
	+ Leadership/Management
	+ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* **Auto Shop Intern**

Areas of expertise, experience and/or interest* + Auto/Truck Mechanics
	+ Auto Electronics
	+ Paint & Body work
	+ Classic Cars
	+ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
 |

Please check the Internship you are most interested in

**STUDENT INFORMATION (***TYPE or PRINT)*

*Full Name:* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Current Address:*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Home* Phone*:* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Cell: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*You are at least 17 years of age? Yes\_ No\_ You are eligible to work in the United States? Yes\_ No\_*

*High School, College, or University Currently Attending:*

*School Name* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Major/ Field of Study* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *GPA \_*\_\_\_ *Expected Graduation Date* \_\_\_\_\_ \_\_\_\_\_\_

*Approximate Date of Availability for Internship \_*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*In the fall, I will be a* \_\_ *Sophomore* \_\_ *Junior* \_\_ *Senior* \_\_ *Recent Graduate* \_\_*Graduate Student*

**Parent Information:** (If under 21 years of age)

Name of Both Parents: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address of Parent or Legal Guardian: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ City\_\_\_\_\_\_\_\_\_ Zip\_\_\_\_\_\_

**Work Experience:**

*List all work experience, beginning with your most recent employer or submit current resume.*

*1. Employer:* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*Address:\_\_\_\_\_*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Phone #*  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *Dates of Employment: From \_*\_\_/\_\_\_/\_\_\_\_ until \_\_\_/\_\_\_\_/\_\_\_

*Job Description/Duties: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

 *\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*2. Employer:* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*Address:\_\_\_\_\_*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Phone #*  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *Dates of Employment: From \_*\_\_/\_\_\_/\_\_\_\_ until \_\_\_/\_\_\_\_/\_\_\_

*Job Description/Duties: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

 *\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

**General Questions**

Do you have any physical conditions that would inhibit you from doing certain tasks? Yes\_ No\_

Do you have conflicts that would interfere with working times or summer period? Yes\_ No\_

Do you have a proper means of transportation to and from work each day? Yes\_ No\_

You understand you are required to submit to a drug screen and background check? Yes\_ No\_

You understand you may be subject to a random drug screen during your internship Yes­\_ No\_

Please list any skills that you have that may apply to this internship such as computer, math, mechanical skills, and etc. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 I certify that all of the statements and information given in this application are true and complete to the best of my knowledge. I understand that false or incomplete answers may be grounds for not considering me or for my termination from this internship.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Parent Consent Form**

(For Interns under the age of 21)

Dear Parents of Intern,

 Music Mountain Water is pleased to have your son or daughter as an intern this summer. You have our assurance that we will treat your child with the same integrity as all Music Mountain employees. We have an open door policy at our company, which means that they can come speak to any manager about any problem or question they may have. This program is designed as a learning experience for youth and welcomes feedback from both parents and interns. If at any time you wish to come and visit your child while working here at Music Mountain Water, please do not hesitate. We are available for questions or consultations throughout the summer program at info@musicmountain.com or 318-425-4430 ext 2151

**Release Statement**

I give permission for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to participate in the Music Mountain Water Internship Program. I understand that he or she will be working in a manufacturing plant environment that has equipment and machinery that will require your son or daughter to take precaution when around. They will be limited in working with certain dangerous types of equipment, but plant interns will be working in a plant with fork trucks, and other types of heavy machinery.

Signature of Legal Guardian \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Print Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_