

First/Last Name

School Name

Place of Employment

Supervisor/Mentor Name

**1<sup>st</sup> Paragraph:** This paragraph should identify your job title and what your job duties/tasks

I am currently employed at Joe's Automotive as a Shop Assistant. As a Shop Assistant, my duties include keeping the shop clean, neat, and organized. I also assist the mechanics as needed. On occasion, I will answer the shop phone and take messages as needed. My supervisor gives me an opportunity to also observe the mechanics performing various tasks. This has been a great benefit for me. I know that I will be able to use this as I pursue my future career plans. Another important thing I have learned is to display professional work ethics at all times at my work. Customer Service is a big part of working in an automotive shop. Sometimes it can be difficult, especially if there is a customer that is not happy with the service. I have observed how professional my employer handles these situations.

**2<sup>nd</sup> Paragraph:** This paragraph should identify how this particular job placement will benefit you in the future

I am currently taking the third class in automotive and plan to go to STC after I graduate. The opportunity to work in an automotive shop while in WBL has been a big benefit to me. I have learned so many different parts of the mechanic field. Some of the things I have learned is how the mechanics are paid by the task they perform. I encourage all students to take WBL so they can gain workplace experience.

**3<sup>rd</sup> Paragraph:** This paragraph should identify one area improvement at your workplace

While working at Joe's Automotive, I have found that dealing with customers is the hardest task. Although I personally do not deal with customers, I have the opportunity to observe. On several occasions customers become very angry with the mechanics. It could be because their bill is more than expected or it is taking too long for the mechanic to receive a part that was ordered. It takes a lot of patience to deal with customers. This is definitely one part of being a mechanic that I will need to improve upon.

**4<sup>th</sup> Paragraph:** This paragraph should identify one area of accomplishment at your workplace

After taking 3 classes in the automotive program and observing mechanics at Joe's Automotive several times, I have become pretty good at changing oil in a vehicle. For this reason, this task has been added to my job duties. The first few times I changed oil, I had to have someone supervise me. Now, I am given the opportunity to complete this tasks independently. I hope that as I observe and learn more, I will be given more and more independent tasks.

**5<sup>th</sup> Paragraph:** This paragraph should identify any questions, concerns, etc. that need to be discussed with the WBL Coordinator

At this time, things are going great at my workplace. I am learning everyday how to do more and more tasks on vehicles. I would like to talk with you regarding the opportunity to add another block of WBL next semester.