Provide a summary of what you learned during the Informational Interview. Provide details, such as: the name of the business, the date of the interview, the name and title of the person interviewed, who was present, specific information shared, what your learned, what you saw, etc.

**Summarize what you learn:** From this task-based activity, you learn about:

* Tasks the employment-seeker completes (with and without support) in a businesses setting,
* Skills demonstrated,
* Potential skills and tasks that make sense (maybe tasks you witnesses at the business but weren't tried; or tasks that were sampled, but not thoroughly taught)
* Supports needed,
* Interests,
* Teaching methods (when trying something new),
* How the individual engages with the demands of a new environment,
* Personal attributes demonstrated and valued in the setting, and
* Business Culture/Conditions that make sense for the employment-seeker.

It’s not enough just to know an employment-seeker’s interests--we need to what the job seeker can do, what supports are needed to be successful, how she learns best, etc.

Your summary should be written descriptively and objectively, free from your interpretation and judgement. ***Remember, we are wanting to know what happened, not your opinion about what happened.***

In addition to your summary description, be sure to provide the following details for each activity: Place or location (name of business/community setting, home, etc.), who was present, length of activity, and date.

**TAKE PHOTOS AND VIDEO (with permission)!!!**

##### **Example of Quality Informational Interview Documentation:**

***Potato Chip Company; 6/24/21***

***Interview with Nikki--Family Owner***

Nikki told us that she was right out of college and came back afterwards to help run this company with her father. It is a family-owned company that has been in business for almost 40 years. She is proud that they have been in business that long and continuing to grow and make improvements to their products. She is passionate about making this company the best it can be and is happy to be involved with their small team of employees to continue coming up with ideas to expand their company.

Nikki mentioned that she would love to expand their product line even further. As of now they make and sell 5 different varieties of their potato chips and some caramel corn. They sell their product in some smaller, local grocery stores and gas stations as well as 40 different Kroger stores and 3 Meijer stores as of now. The staff is continuing to reach out to expand the number of stores and gas stations they sell their products. They also have a small storefront where they sell their products in front of the warehouse.

These are the flavored chips that customers have requested that they currently do not produce either due to lower staff or product did not sell all that well before: Cheese flavored chips, Dill Pickle Chips, and Jalapeno flavored chips,

Nikki mentioned that they team up their employees whether inspecting the potatoes, with the machinery, shipping & receiving, or driving & delivering the products. She said that they have also developed training programs and videos and give out pamphlets with training info to all new employees.

Nikki mentioned that currently they have a difficult time producing as many chips as larger names companies since they do a lot of the work by hand. They have some machinery to help, but most of the work is still done by hand and slows down the process. She mentioned getting new technology to help with production would cut amount of time it takes to make the products and would make the job easier on the employees.

Nikki mentioned that the larger potato chip factories are largely automated so technology is becoming more and more of a factor within this business. She did say that they have expanded in their technological growth with new machinery within last few years. She told me that it does help with the jobs they are working on, but if machinery breaks down or if there is a problem someone needs to fix it. Also, when they get a new piece of equipment, learning how to use it takes some time and effort. They also need to teach everyone in their company how to use the new piece of equipment. Nikki also mentioned how the company is very involved with social media. They have their web site, Facebook page, and they show off their production process via Tick Tock. They have also been showcased with Detroit news station as a local company to support and when the news was there, they showcased what it takes to make a bag of chips. Andrea and I actually met Nikki via Chamber virtual meeting in which they showcased her company, and they gave us a tour of their facility and kind of work that goes into making the potato chips.

Nikki said that since she has returned from college, she has not connected with other potato chip companies in the area, so at this time she did not have any referrals for us. She said that she would like to get to know other businesses like theirs to get ideas on how to grow.

When he arrived at Downey potato chips factory Nikki met us at the front desk and she conducted the interview there. We asked if we could take a look around the facility and Nikki said they could not have us back there at this time due to them remodeling and there not being enough room to get around. She thought it was just too unsafe to have us back there at this time. I did get a chance to see a bit on how their facility runs during the chamber meeting via zoom in which they were the emphasized company of the day. Nikki also told us that they were a smaller organization which was very much family oriented, and Keith said that is the type of company I would like to work for in the future. Keith asked about full-time hours and benefits. Nikki mentioned that the staff does have chance to work 40 hours 7a-3p Mon- Fri, but they do not offer benefits at this time. She said that they also work 2 weeks and then are closed for a week at a time. She said that they were trying to expand as a company enough in which their demand would reach the point where they would not have to close for a week.

Nikki did mention during our conversation that they do need more staff to help with production of the chips as well as the shipping and receiving aspect. She did not say at this time if it would be a full or part-time position, but she was interested in talking about details and maybe having Keith try out the job in the future to see if it would be a good fit.

Nikki mentioned that she liked that he had factory work experience before and has worked with machinery in the past. She said that could be valuable to their company. She also liked that Keith could detect a problem with machinery by sound and she said they have had problems in the past with machinery which caused them to lose a shipment of product that they wished they would have detected the problem beforehand.

Nikki mentioned that the money would come in handy with getting better and more equipment to help increase production and cut down production time. She said that this would be valuable to the company in helping their bottom line.

##### **Example of Quality Informational Interview Documentation:**

***Rubber Band Gun Company; 6/11/21***

***Interview with Violet--Manager***

Enterprises is a local rubber band gun manufacturer that started here in 1992. They are the nation’s leading seller of rubber band guns that also wholesale to retail outlets and stores. They have over 70 styles of guns plus accessories, which include wooden swords, axes, slingshots, shields, and more.

All of their rubber band guns are made of wood and cut into the style of real pistols and rifles. This business matches Bodhi’s interests of woodworking and assembly. Enterprises’ property has a sales and packaging building, and two separate shops where they build everything from start to finish. The sales and packaging building is where Bodhi learned about Enterprise via his informational interview with Violet. Violet is a secretary/office manager and has worked at Enterprise for several years. She stated that she keeps the flow of the day-to-day activities by using technology she’s used/learned at previous jobs.

Violet stated she has a background of education and work experience related to this position, which is how she found Enterprise. Violet is most proud of the growth of her business and mentioned how much they’ve grown despite Covid-19. Violet is happy with the products and services they offer at this time and showed Bodhi their wide variety in the sales and packaging building. The employees are trained on the job, as this is a unique business with a variety of skill sets.

If Violet had $15K to invest, she mentioned expanding shop buildings on their property to have more room for production. Their staff usually come from manufacturing/shop type areas and go to related fields after they leave. Staff usually stay long-term as they have low turnover.

There are no exact industries like this in the City, but there are many manufacturing places in the City, such as Phase Technologies, Strider Inc., etc. Enterprise’s customers are national and mainly wholesalers, such as retail outlets, gas stations and sporting-goods stores. Individuals can also purchase directly through the website or via phone call. Violet is in front-of-house in charge of customer relations, shipping, and overall flow of the company. There are two or three people that handle packaging. There are many people that manufacture the rubber band guns from start to finish.

There are also a few salespeople. Violet likes interacting with customers and staff the most and doesn’t like when orders are wrong or customers aren’t satisfied. Violet mentioned she might have to look back on the cameras to double check orders.

For unmet needs, Violet stated with the current demand, they need more resources to increase supply. Technology impacts everything with what they make. They are able to create/mold their own pieces in their shop and put them all together with more technology to finish the final products. Their website has also been a great tool. If people are interested in wanting to work for Enterprise, Violet would tell them they would want to know about the manufacturing process, woodworking, heavy equipment, and logistics.

##### **Example of a quality Discovery Activity (in a Business Setting) Summary in the DSR**

Location of Task-Based Activity: The Insurance Group, Main St. Anytown, MI

Date/Observations & the specific activities:

The Insurance Group is a small, local insurance company that provides various insurance products to local small businesses. The business was chosen following James' Advocacy Theme and Technology Theme and because the business is a frequent leader of local initiatives and prides itself as a representative of the town and surrounding areas.

James was asked to use the computer to access a number of brochures and then print a set number of copies to be folded and mailed. He was instructed on accessing files by one of the Group's employees, Brian. Brian sat with James and demonstrated how to access certain brochures via e-mail and also through specific files on the PC desktop. Once Brian demonstrated, he would then ask James to open desktop files and show him the specific files. James would then click on the specific file, open it and click and print and specified number of brochures (40, 25, 50, etc). Once he printed the first batch, Brian took James to the printer to show him where it is located and asked him to pick up the print outs. Once James printed the required number of copies for each brochure, he would walk to the printer to wait to pick them up.

James then returned to his area (desk) and would arrange the print out in a specific order to prepare them for either a pamphlet or brochure that would then be mailed out to potential customers. Brian then provided instruction on folding each pamphlet or brochure using a "tri-fold" method. Folding took about take 5 to 10 minutes to complete, depending on the amount. Once folded, envelopes and printed address labels where provided, and Brian verbally instructed James to put each folded paper into the envelope, remove the adhesive barrier and then seal the envelope, then place the address labels on the envelope.

Once completed, James took the sealed envelopes to Brian.

After completing the activity, James said his experience using the PC at home to help with household bills, and other tasks, made it easier to access specific programs (Outlook, Word). Jonathon said the tasks were fun and thought it was "cool" that he recognized many community businesses on the address labels.

Supports Needed: Demonstration and Verbal Instruction by Brian