**Dillard’s Executive Development Internship Program**

**Goal for Program-**

1. Secure a succession plan for current Leadership roles within the company.
2. Build a relationship with partner University for future leaders within the company.

**Best Practices to Build/Maintain a successful internship program**:

1. **Identify participating store(s) to facilitate**.
   1. Positive and Energetic staff at the store.
   2. Close proximity to University location.
   3. Leadership at Home Dillard’s location must represent Dillard’s at a very high level.
   4. Internship programs require a large time commitment.
2. **Identify participating Universities**.
   1. Suggest a Division 1 level school.
   2. Suggest a D1 school with Fashion Merchandising Degree path.
   3. Certain schools may have emphasis on Fashion Merchandising or Fashion Design. Some schools may have a Fashion program under Business School or Design and Merchandising School.
      1. See Fashion Merchandising/Design schools list.
   4. Two main ways in which to begin contact.
      1. Contact career center. Recommend in person meeting.
      2. Contact Internship coordinator within the program. Most programs will have (1) faculty member who guides this process.
      3. Send an Internship overview letter to help facilitate meetings.
   5. Recommend coordinating On Campus discussion with merchandising classes and potential interns. You may utilize the attached powerpoint.
   6. Determine when On Campus recruitment takes place. There are generally Campus Wide Recruitment events and Department specific events. Department specific events work best.
3. **Internship Logistics**
   1. Most internships are best coordinated during Summer months.
   2. Internships are generally 10-12 weeks in duration.
   3. Our internship is a paid internship, $19/hr.
   4. Job code is D916, Exp 610012.
   5. Recommend taking a tour of University facilities to understand their community.
4. **Internship Timing/Hiring**
   1. Recommend having a group kickoff in person meeting or zoom call. Facilitated by District Manager. Lunch provided if possible**.**
   2. Summer 10-12 weeks. This will be dependent on the school.
   3. Hiring for internships will take place the Fall semester of the previous year for most schools. DO NOT wait until Spring semester.
   4. Recommend on campus interviews for 1st round. Most career centers are happy to coordinate interviews. Merchandising depts., may coordinate on their end as well. 2nd interview to happen at the store location.
   5. Be prepared to have enough staff to facilitate interviews on campus. Depending on campus…you may have a high number of applicants.
   6. Recommend to hire a minimum of 2 , maximum of 4 at any given location.
   7. Once the hiring decision has been made…Recommend sending an offer letter (attached) to give them details on hire. This is a very common place practice within the internship community.
   8. Most Universities have a specific method in which to communicate Internship opportunities. Some will send notices out for you…See attached. Others may wish for you to utilize the Campus Hiring application called ‘Handshake’.
      1. Handshake- you may review previous Job Titles to view ‘Dillard’s Summer Internship- University of Nebraska-Lincoln’.
5. **Internship Program.**
   1. Goal is to immerse interns in every level of store functions both selling and non-selling.
   2. Recommend placement with a strong/seasoned sales manager. They will work with all managers…however, it is important that they have a home base.
   3. Recommend following intern program as noted.
   4. Important that Interns have a SET schedule of activities or education. Pre Schedule each day throughout the internship time frame.
   5. Interns personal schedule to be Mon, Tue, Thur, Fri, Sat.
   6. Interns should be allowed to participate in weekly management and cosmetic meetings.
   7. Recommend to have a CAPSTONE project for interns to facilitate. Ie. Back to School Fashion Show, Floor Move, Demographic analysis project, etc.
   8. Recommend 4 touch base meetings during internship.
      1. 1- Launch, 2-3 During store visits, 4- Recap/Exit meeting.
6. **Outside Store Involvement.**
   1. If you are in a multi store market. Allow interns to work 1-2 days at alternate stores.
   2. If you are within close proximity to a DC. Recommend that you coordinate with the DC manager of this location to allow a tour of DC.
   3. If you are within close proximity to a Merchant Office. Recommend that you coordinate the office to arrange a “Day in the Life”.
      1. Beneficial for interns to understand all the silos of Dillard’s.