

Enterprise Rent-a-Car Summer Internship

Hannah Harlan, Environment Economy Development and Sustainability Major

BACKGROUND

I worked for Enterprise Rent-a-Car in Dublin, Ohio from May to August of 2021 as a Management Trainee Intern. Over the summer, I had to opportunity to work at other branches in Columbus and shadow other areas of the company. I found the opportunity through LinkedIn in Spring of 2021.

Mission Statement:

To provide our employees with a great place to work

To be the best transportation service provider in the world

To exceed our customers' expectations for service, quality and value

To serve our communities as a committed corporate citizen



About Enterprise

Enterprise was founded in 1957 by Jack Taylor. Over the years that company has grown immensely, but the core values have remained the same. These include:

- Our brands are the most valuable thing we own
- We work hard .. and reward hard work
- Customer service is a way of life
- Great things happen when we listen .. to our customers and to each other
- Personal honesty and integrity are the foundation of our success
- We strengthen our communities – one neighborhood at a time
- Our company is a fun and friendly place where teamwork rules
- Our doors are open

Over 60 years later, these same values can be found throughout the company. With a solid foundation the company has been able to grow while making sure their employees have been taken care of.

ON THE JOB

Main Duties

By the end of the summer, I had gained the skills necessary to be able to go through a day without much guidance from other employees. My daily duties would include:

- Greeting customers in a friendly manner and assist them in any way that I could
- Answering phone calls and assisting customers over the phone
- Check customers in and help them get into their rental
- Keep customers informed about our protection options and find if the customer is interested in purchasing them
- Assist customers in returning a vehicle and making sure that they were completely satisfied with their experience
- Understand the Matrix and set both weekly and monthly goals to stay on track

Throughout the summer, I also had the opportunity to travel to Cincinnati a few times. I got to meet up with other interns who were working in the Columbus, Cincinnati, and Dayton areas. We got to share stories and learn more about the company together.

Intern Appreciation Day



The interns were invited down to Cincinnati for an Intern Appreciation Day. We got to spend the day networking with other Enterprise employees and had a celebration for the work that we did over the summer.

Discussion of branch numbers

Once a month employees would sit down with our Area Manager to look over branch numbers, how these numbers impact our branch income, and discuss ideas that we think should be implemented into our day to day work.

REFLECTION

Working with Enterprise allowed me to experience what it is like to work with other people in a fast-paced environment. I grew in many aspects and gained more skills than I ever thought that I would have.

I have accepted to extend my internship and am currently working at the Hilliard branch. Upon graduation I have the opportunity to begin working full time with the company.

It was an interesting summer to be apart of this internship due to the pandemic and the car shortage but being able to work through these obstacles only strengthened the team I worked with.

In the near future I can see myself working with Enterprise to expand my knowledge and gain even more skills. As someone who has considered project management as a career, this experience has strengthened my skills to work with a team and shadow those who manage the teams. Enterprise would give me the skills to manage a team well to reach goals and always keep improving.

While this internship did have a large sustainability focus, I was sure to enquire about the company's future plans. As of now, Enterprise is working to incorporate more electric cars into their fleet in the United States. Other countries have started to do this as well and it is going very well so far.

ACHIEVEMENTS

I was the #1 Intern on the Matrix in June for the city of Columbus earning myself a spot at one of our "Elite Events". We got to spend an afternoon at TopGolf hanging out and networking with other employees from both in the area and outside of the area.

Intern Matrix Trophy



RECOMMENDATIONS

To anyone that would be interested in an experience like this, I would highlight to following to them:

- Do not be afraid to ask for help. Recognizing your strengths as well as areas that you might struggle is necessary. Most of the time, the people around you want to help you, but you have to ask to make it happen
- Being patient and kind is huge in this role. Working closely with customers can be very rewarding, but there are times when it can be difficult.
- Be motivated to better yourself for you, not to prove something to other people. It can be difficult not to compare yourself to others, but at the end of the day focus on improving yourself.
- The people that you work with are so important. Not every day is going to be great and easy. But, if at the end of the day you enjoy the people you are with it makes the tough days a little easier.

