



St Martha's

Name: _____

Form: _____

Tutor: _____

Work Experience Booklet

Once you have completed this booklet, you should ask your parents to look through it, make a brief comment on your work, date and sign in the boxes below.

You should then email, post or hand it in to Mr Whitmore by Friday, 7th July

Parent's comment:

Parent's signature: _____

Date: ____/____/20____

Tutor's comment :

Tutor's signature: _____

Date: ____/____/20____

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Step 1

Applying for placements

To find your own placement, you could ask a relative or family friend about possibilities of working with them in an area of interest for your future courses / career.

You could also look for local businesses in the Yellow Pages or on the Internet.

You should send a letter of introduction and a Curriculum Vitae to prospective employers.

1. Letter of introduction

Example

Sarah Smith
1 King Street
London WC1 7JT

Mr John Davis
Supervisor
Boots
Barnet High Street
London EN4 6HR

Monday, 11th January 2017

Dear Mr Davis,

WORK EXPERIENCE PLACEMENT – 26th June to 30th June, 2017

I would welcome the opportunity to do Work Experience with your company. I would really look forward to the experience as I am interested in your line of work.

At the moment, I am studying GCSEs in English Language, English Literature, Maths, Science, Religious Education, Double Science, French, Art, History and Design. I particularly enjoy English and Design because I like reading Shakespeare plays and designing and making my own ideas.

I am a friendly person and enjoy talking to people. I have been told I am a good listener which is something I believe to be important in all jobs. I am always on time and rarely take days off school. I take pride in everything I do and will always try to give my best.

I am very keen on sport and represent the school in football and netball matches. Also belong to an athletics club. I do not have a part-time job at the moment, although I occasionally baby-sit for my next door neighbour.

I hope this information will be of use. I enclose a copy of my CV.

Yours sincerely,

S. Smith

Sarah Smith

Stick in a copy of your letter of introduction.

2. Curriculum Vitae

Example

SARAH SMITH
1 King Street
Barnet
EN4 7HH

Phone: 0795446699009

Email: sarahsmith@hotmail.co.uk

Date of birth: 15th August 1994

Nationality: British

EDUCATION AND QUALIFICATIONS

- 2006 – present **Saint Martha’s Senior School, Barnet**
GCSE examination to be taken in 2011
(predicted grades ranging from A to B):
English Language, English Literature, Mathematics, Science, RE, Classics, French, History,
Home Economics
- 2002 - 2006 **Saint Martha’s Junior School, Barnet**

WORK EXPERIENCE

- July 2009 **Boots, Barnet**
Sales Assistant
Skills gained: organisation, team work

INTERESTS AND ACTIVITIES

- Sport** Badminton, Swimming, Tennis, Boxing
- Music** Guitar, Recorder

SKILLS

- Languages** English (fluent), French (intermediate), Spanish (basic)
- Computing** Microsoft Office (Word, Excel, Powerpoint, Publisher), Internet Explorer, Photoshop

REFEREE

Dr Wall
Tutor
Saint Martha’s Senior School
Camlet Way
Hadley Wood
Herts
EN4 0NJ
Phone: 02084496689
Email: monchaux@saint-marthas.org.uk

Stick in a copy of your Curriculum Vitae.

Name of firm:

Name of supervisor:

Contact details:

Address:

Step 3

Going for an interview

Once you have a placement and it has been approved by Trident, you will receive a Blue Form from the Work Experience Coordinator.

Once you have a Blue Form, you should arrange an interview with your employer. This interview should take place in the evening, at the weekend or during half-term.

(NB: If you are not required to have an interview, you will need to post your Blue Form to your employer. Ask him/her to sign it and return it to the Work Experience Coordinator at school.)

1. Progress File

Before you prepare for an interview, you should ensure that your Progress File is up to date.

Your Progress File should be in a ring-binder and include different sections for the following:

- certificates
- diplomas
- reports

2. Before the interview
a. Key Skills for jobs



Application of Number

Collect and Record Data

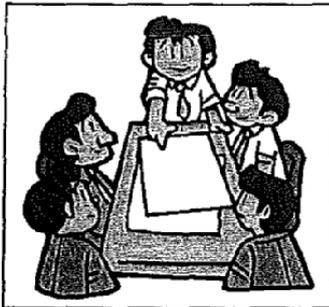
eg draw up a survey of staff to get their view on something

Tackle Problems

eg work out percentages of people who gave a particular response to your survey.

Interpret and Present Data

eg produce charts and graphs to show the results of a survey, including bar charts, pie charts and explain what they mean.



Communication

Take part in discussions

eg talk to people about their career paths, speak up in a group discussion or meeting and to talk to customers.

Produce written material

eg write up a case study about a member of staff, produce a CV or write notes and memos for work, fill in forms.

Read and respond to Written Materials

eg read information about the workplace or read papers given to you to see if you understand and ask for help if you do not understand.



Improving own learning and performance

Set Targets and Plan Action

eg set targets for what you want to learn on work experience as part of an action plan or show these targets to someone at work to ask for their opinion and help.

Follow Plan

eg check targets during the placement, change the targets if needed or break down targets into smaller action points.



Information Technology

Prepare Information

eg use a computer to word process a report or letter, use spellcheck, save and edit a document, use floppy disks.

Process and Present Information

eg use a computer to make charts and graphs, enter figures into a spreadsheet, produce printed copies.

Review the Use of I T

eg think about the pros and cons of using computers for different things or evaluate their use such as whether people use e-mail and if so does it help them.



Problem Solving

Clarify the Problem

eg talk to others to get their opinions of what the problem is, how often and when it happens, how it affects them, what action has been taken already.

Work Out Possible Solutions

eg write down a list of possible solutions and the good and the bad things about each one, how much they would cost and how long they would take.

Review Your Methods

eg ask people how good the solution has been, how useful they found your survey. Think about how well you have done and what you would do differently next time.



Working with Others

Plan activities with Others

eg work in a team to get something done or volunteer to do something as part of a group and plan who does what.

Work towards identified targets

eg organise yourself to get your part of the job done or share with others how the work is progressing, talk in a group to check your progress.

b. Your Self-Assessment

Abilities... Qualities ... Skills ...	My Rating 1 = I am very weak at this 5 + This is one of my real strengths				
	1	2	3	4	5
MY ABILITIES					
Ability: to get to places on time					
Ability: to travel to work on my own					
Ability: to work on my own					
Ability: to think for myself					
Ability: to take responsibility					
Ability: to get on with older people					
Ability: to introduce myself to people effectively					
Ability: to find out information about work / careers					
Ability: to be flexible					
Ability: to be confident					
Ability: to see a job through to the end					
Ability: to cope with new or strange situations					
Ability: to organise myself well					
Ability: to ...					
Ability: to ...					
Ability: to ...					
MY QUALITIES					
Quality: to be hard working and committed					
Quality: to be polite					
Quality: to speak up and be assertive					
Quality: to have high standards for my work					
Quality: to be positive and optimistic					
Quality: to be enthusiastic					
Quality: to always try my best					
Quality: to be truthful, honest and trustworthy					
Quality: to ...					
Quality: to ...					
MY KEY SKILLS					
Key Skill: application of number					
Key Skill: communication					
Key Skill: improve my learning and performance					
Key Skill: information technology					
Key Skill: problem solving					
Key Skill: working with others					

c. What you want to gain from Work Experience

Things I plan to practise or learn	How will I do this?	What evidence can I collect to show that I have done this?
To learn how to set out a business letter	Ask to see some examples of business letters and then use the computer to produce one. Show this to my supervisor for feedback.	Keep my business letter to put in my Progress File.

d. Research information about the company.

Name of the company	
Type of company	
Address	
Phone number	
Manager's name	
Transport links from your house	

e. Making a call

- Ask to speak to the contact.
- Introduce yourself.
- Explain why you are calling.
- Give the dates of your work experience: 5th July – 16th July
- Confirm a date, time and place for interview — record below.
- If you are not sure of the address, ask them for landmarks.
- Thank them for their time.

f. After the call

Date agreed for interview	
Time of Interview	
Place of interview	
Where to report to	
Who to ask for	

g. Before the interview

- Be prepared.
- Plan your journey; do a test run.
- Think of any extra questions you want to ask and write them down.

3. The interview

a. Preparation on the day

- Dress appropriately (do not wear jeans or trainers, have clean shoes, tidy your hair, wear the minimum of make-up and jewellery, etc).
- Bring your Progress File, your Work Experience booklet, a notebook and pen, a map of the area, and the Blue form (it needs to be signed by the employer and returned to the Work Experience coordinator at school).
- Arrive with time to spare (5 / 10 minutes) and on arrival, let someone know you are there – report to reception if there is one, or to the office if not. Give your name and who you have come to see.
- Do not bring friends or parents to the interview.
- Do not chew gum or sweets.
- Switch off your mobile phone.

b. The interview

- The interviewer may not shake hands, but be ready to do so if he/she offers to do so.
- Do not sit down until invited to do so.
- Relax; take a few deep breaths to calm yourself.
- Be aware of your body language: don't slouch or fidget, sit upright, do not fold your arms or cover your mouth.
- Look at the interviewer, make eye contact.
- Accept tea / coffee if offered.
- Be positive.
- Smile.
- Listen carefully to questions asked.
- Think carefully about your answers.
- Be polite, try not to answer just with a yes or no.
- Speak clearly, do not mumble.
- Do not be afraid to ask questions for further explanations.
- Always thank the interviewer for seeing you and address them by their name.
- Shake hands on departure.

Questions you may be asked

- Tell me about the subjects you enjoy.
- What are your plans after GCSEs?
- What do you see as your strengths and weaknesses?
- What would you like to be doing in 5 years time?
- What has been your greatest accomplishment?
- Have you held any positions of responsibility or had any experience of organising things?
- Are you confident, able to get on with people? Give examples.
- Can you work as part of a team? Give examples.
- Are you involved with any group activities in or outside of school? Give examples.
- Who is your favourite author?
- What are you reading at the moment?
- Are you computer literate?
- Do you have any community involvement?

Questions you could ask

- What will a typical day at work be like?
- Who will I report to directly?
- Who will I be working with?
- What do I need to bring?

Step 4

During the placement

Please read these notes before you start your Work Experience.

- Be punctual at all times, including lunch and other breaks.
 - Show your interest in the work and do not be afraid to ask questions or say that you have not understood something.
 - Be polite at all times and pay close attention to instructions you are given about the work. Keep to the rules and safety regulations of your work place.
 - Be friendly and responsive to the people you work with but remember you are there to work.
 - Remember also that the people in charge will expect to be approached with respect.
 - Do not expect to be given skilled or important types of work on your first week. In some jobs the amount of work will vary. If you have shown yourself willing and capable in your first week an employer might well find something interesting for you to do on the second week. Take the opportunity to find out as much as you can about the work, both by talking to people and by using your eyes and ears. There are many interesting things to discover such as the way the industry is organised welfare and sports facilities, trade unions matters, etc. Take note, however, that you have signed an agreement form to hold in confidence any information about the employers business which you may obtain and must not disclose such information without their permission.
 - Realise that you are a guest of the employer who is giving you his/her time, to introduce you to a working situation. If you are sick, or need to have time off for something important, tell your supervisor immediately. Your copy of the job description will show the contact name and telephone number.
 - Approach work experience as something to be enjoyed even though you might feel a bit nervous at first. You have a special chance to see the world at work which will give you an advantage when you leave school. You could also make discoveries about your own abilities and feelings.
- If, during the time you are working, you have any difficulties or problems that cannot be sorted out by the employer, get in touch with Jade at the Trident Office on 020 8346 9964. Discuss things at home too. No-one wants you to be unhappy or worried.
- When you have finished your work experience the people you have worked with will be very pleased if you express your thanks to them for the time and help they have given you. If you prefer, write a short letter of thanks to them. The Trident office will be looking forward to receiving both your report and that of the employer. The Trident office will issue you with a Record of Achievement certificate for a satisfactory work experience.

1. Dos and don'ts

Do

- Obey instructions
- Obey safety rules and posters
- Ask questions, particularly when in doubt
- Be polite
- Dress suitably
- Complete your work experience booklet by the time you return to school.

Don't

- Touch anything unless told to do so
- Stay away without contacting your supervisor — in advance if possible
- Be off-hand or look bored
- Smoke or swear

People at work are usually busy.

If you need their assistance in answering questions think about:

HOW you are going to get the information

WHO you are going to ask

WHEN is the best time to ask them.

However, if you show interest and willingness people will want to help you.

2. The company

Name of Company	
Address of Company	
Company Telephone number (including extension)	
Name of Company contact	
Name / type of job you will be carrying out	
Starting time	
Finishing time	
Breaks: from ... to...	
Lunch: from ... to...	
Hours per week	
Is there flexitime?	
Is there overtime available?	
Is it shift work?	
Are there any drinks machines? If so, where are they located?	
If there is a canteen, what are its opening hours?	
Does everyone in the company take lunch at the same time? If not, how are lunch times organised?	
Are eating places located near the company?	
Are recreational facilities available to staff in the company? If so, what are they?	
Are there trade unions represented in the company? If so, which ones?	

3. What to do if...?

You are ill in the morning before work?	
You run out of materials and you need to do a job?	
You have finished your job and you have nothing else to do?	
You feel unwell during the working day?	
Someone has an accident?	
The fire alarm rings?	

4. The company structure

a. The place of work

Tick the boxes which apply to the place at which you are working.

1	The company / organisation gives a product.	
		... makes a service.	
2	The company / organisation employs the following number of people:	1 to 10	
		10 to 50	
		50 to 100	
		100 to 1000	
		1000 to 5000	
		Over 5000	
3	How many people work with you, doing a similar job?	1 to 10	
		10 to 20	
		Over 30	
		50 to 100	
		The number varies	
4	What equipment / materials do you use?	Telephone	
		Typewrite	
		Duplicator / Copier	
		Computer	
		Filing cabinets	
		Calculator	
		Hand tools	
		Writing ? Drawing Materials	
		Large Machines	
		Books	
		Vehicles	
Others			
5	What facilities do the premises have?	Canteen	
		Toilet / Washroom	
		First-Aid Equipment	
		Staff / Social Room	
		Training Area	
		Showroom / Sales Counter	
		Reception for visitors	
		Recreation facilities	
		Tea / Coffee Machines	
		Waiting Room	
		Manager's / Supervisor's Office	
Union Office			

b. Organisational structure

Who is in charge overall? What is their role?	
Who is your line-manager / supervisor?	
What is their role within the placement?	
How do departments within the workplace communicate with each other?	

Draw a flowchart explaining the structure of your work placement.

c. Employment and working patterns

Tick the boxes which apply to the place at which you are working, and answer the questions.

1	Does the organisation offer the following employment opportunities?	Permanent	
		Temporary	
		Full-time	
		Part-time	
		Self employed	
		Consultant	
		Job share	
		Seasonal	
		Voluntary	
		Sub-contractors	
		Services brought in i.e. cleaners	
2	Why do you think organisations often have a wide range of employment patterns?		
3	Why do organisations need a flexible workforce, i.e. people who can work shifts?		
4	How are people paid?	Weekly	
		Monthly	
		By cheque or giro	
		By cash	
		Directly into a bank account	
		With an extra bonus	

d. Young people's pay

People do not always like to give details of their pay. Unless people are willing to answer these questions, you may have to ask the Personnel Department.

What are the average rates of pay or the training allowance for ...?

(1) a 16-17yearold	
(2) An apprentice or trainee about 19 years of age	
(3) The starting salary of a university graduate	

e. Rules and regulations

		Rules	Consequences / Disciplinary procedures
1	Dress code / Appearance of staff		
2	Smoking / Alcoholic Drinks on the premises		
3	Sickness / Absenteeism		
4	Punctuality		
5	Equal Opportunities		
6	Use of Equipment / Machines		

f. Absence from work

What is the procedure when you are ill / unwell for:	(a) a day	
	(b) 1 week	
	(c) 2 weeks	
	(d) a month or longer	
How does this absence affect:	(a) your department	
	(b) your salary	
Are there any arrangements for maternity/paternity leave?		
For what other things does your Company allow you time off for? Say whether it counts as paid / unpaid leave		

g. Equal opportunities

Does your Organisation have an Equal Opportunity Policy?		
Is the workforce in your department:	(a) Of a similar age?	
	(b) Of different racial groups?	
	(c) Equal numbers of men and women?	
	(d) Able/disabled?	
What kinds of jobs are mainly done by women in your workplace?		
List those done mainly by men		
Could your job have been performed equally by a man or woman? If no, give your reasons.		
Are there any special arrangements made for disabled workers?		
Try to explain the term 'Equal Opportunity'		

h. Pension scheme

What is the normal retirement age for this Company?	
Does this ever vary — if so, why?	
What is the Company's Pension Scheme and who contributes to it?	

i. Hours, pay and holidays

On average, how many hours do people here work each day?		
Do employees work:	Overtime?	
	In the mornings or afternoons only?	
	At weekends?	
	On call?	
	At nights?	
	On flexi-time?	
	A shift system?	

j. Health and Safety Law

→ What you should know

Your health, safety and welfare at work are protected by law. Your employer has a duty to protect you and to keep you informed about health and safety. You have a responsibility to look after yourself and others. If there is a problem, discuss it with your employer or your safety representative, if there is one. This leaflet is a brief guide to health and safety law. It does not describe the law in detail but it does list the key points. Your employer has a duty under the law to ensure so far as is reasonably practicable, your health, safety and welfare at work.

→ What your employer should do

In general your employer's duties include:

- making your workplace safe and without risks to health;
- keeping dust, fume and noise under control;
- ensuring plant and machinery are safe and that safe systems of work are set and followed;
- ensuring articles and substances are moved, stored and used safely;
- providing adequate welfare facilities;
- giving you the information, instructions, training and supervision necessary for your health and safety.

Your employer must also:

- draw up a health and safety policy statement if there are 5 or more employees, including the health and safety organisation and arrangements in force, and bring it to your attention;
- provide free, any protective clothing or equipment specifically required by health and safety law;
- report certain injuries, diseases and dangerous occurrences to the enforcing authority;
- provide adequate first-aid facilities;
- consult a safety representative, if one is appointed by a recognised trade union, about matters affecting your health and safety;
- set up a safety committee if asked in writing by 2 or more safety representatives.

Employers also have duties to take precautions against fire, provide adequate means of escape and means for fighting fire. In many workplaces employers may have other specific duties:

- to take adequate precautions against explosions of flammable dust or gas and when welding and soldering containers which have held an explosive or flammable substance;
- to maintain a workroom temperature of at least 16°C after the first hour of work where employees do most of their work sitting down;
- to keep the workplace clean;
- to provide, maintain and keep clean washing and toilet facilities and accommodation for clothing and to supply drinking water;
- to see that workrooms are not overcrowded and that they are well ventilated and lit;
- to ensure that floors, steps, stairs, ladders, passages and gangways are well constructed and maintained, and not obstructed;
- to take special precautions before allowing employees to enter and work in a confined space;
- to ensure that employees do not have to lift, carry or move any load so heavy that it is likely to injure them;
- to guard securely all dangerous parts of machines;
- to see that employees, especially young people, are properly trained or under adequate supervision before using dangerous machines;
- to ensure that lifting equipment (hoists, lifts, chains, ropes, cranes and lifting tackle) and steam boilers, steam receivers and air receivers are well constructed, well maintained and examined at specified intervals;

- to give employees suitable eye protection or protective equipment for certain jobs;
- to take proper precautions to prevent employees being exposed to substances which may damage their health;
- to take precautions against danger from electrical equipment and radiation.

➔ What you should do

As an employee, you have legal duties too. They include:

- taking reasonable care for your own health and safety and that of others who may be affected by what you do or do not do;
- co-operating with your employer on health and safety’;
- not interfering with or misusing anything provided for your health, safety or welfare.

➔ Health and Safety Check

FIRE	
Do you know where the fire extinguishers are all placed?	
Do you know how to use them if need be?	
Do you know what type of extinguisher to use on different types of fires?	
Do you know where to go if there is a fire?	
Do you know where the fire exits are?	
Do you know where the fire alarms are?	
Do you know what the alarm sounds like?	
HEALTH AND WELFARE	
Who are the first-aiders?	
Where are the First-Aid supplies kept?	
Where is the supply of drinking water?	

5. Career Profiles

Finding out about people's jobs and the way they achieved their position can inspire and fuel the ambitious minds. A career path is rarely a straightforward journey, as opportunities and circumstances change.

Career profile 1

Job title	
What does your job entail?	
How does your job contribute to the overall aims of the organisation?	
How do you communicate with other departments / sections within the workplace?	
How long have you been doing this job?	
How did you find out about this job?	
Did you receive specific training for this job?	
Did you receive in-service training?	
Did you attend college or university?	
Are you a trade union member?	
What could be your next career move?	
Would this involve promotion?	
Do you have any particular likes or dislikes about your job?	
Does the job have any effect on your personal / social life?	
What advice would you give to a young person who is contemplating this type of work as a career?	
Do you see your job changing in the future? If so, what way and for what reasons?	

Career profile 2

Job title	
What does your job entail?	
How does your job contribute to the overall aims of the organisation?	
How do you communicate with other departments / sections within the workplace?	
How long have you been doing this job?	
How did you find out about this job?	
Did you receive specific training for this job?	
Did you receive in-service training?	
Did you attend college or university?	
Are you a trade union member?	
What could be your next career move?	
Would this involve promotion?	
Do you have any particular likes or dislikes about your job?	
Does the job have any effect on your personal / social life?	
What advice would you give to a young person who is contemplating this type of work as a career?	
Do you see your job changing in the future? If so, what way and for what reasons?	

6. Your diary

Week 1

Monday	Tuesday	Wednesday	Thursday	Friday
Break	Break	Break	Break	Break
Lunch	Lunch	Lunch	Lunch	Lunch
Break	Break	Break	Break	Break

7. My report

INTRODUCTION

1. Description of the place you went to, the name, what they do and where they are located.
2. The dates of the work experience placement and your daily work times.
3. Description of your pre-placement interview or telephone conversation, if relevant.
4. Your ideas about the placement before you went.

WHAT YOU WANTED TO LEARN

1. The abilities, qualities and key skills that you hoped you might develop on the placement.
2. Any information about future opportunities that you wanted to pick up.

WHAT YOU ACTUALLY DID DURING THE PLACEMENT.

1. Describe the tasks that you were given and the skills you learnt.
2. Describe how you felt about these tasks. What did you learn that was new? What tasks did you enjoy? Which ones did you not enjoy and why?
3. Describe anything funny or unusual that happened.
4. Describe your greatest achievement.

THE WORKPLACE INTERVIEW

1. Describe who you interviewed and what you found out.
2. How typical is this job? What are the most common jobs in this workplace?

YOUR ACTION PLAN

1. How much of your action plan did you achieve?
2. Describe how you developed your key skills.
3. Which abilities, qualities and skills do you want to improve in the future?

YOUR CONCLUSIONS

1. Summarise how you feel about the placement, your likes, dislikes and learning points.
2. Say what you would do if you went on work experience again in the future.
3. Mention if you have any career ideas for the future.

Stick in a copy of your report.

8. Employer's Report

Please get this report filled in by your Employer.

Name of Employer	
Pupil	
Departments in which work experience was undertaken	

Please tick the following boxes as appropriate:

	Excellent	Good	Fair	Poor
1. Punctuality & attendance.				
2. General integrity.				
3. Appropriate appearance.				
4. Ability to communicate & mix with staff.				
5. Politeness & courtesy to staff and / or public.				
6. Ability to understand instructions.				
7. Capacity to work without supervision.				
8. Willingness to undertake any tasks demanded.				
9. Attitude towards work & people in authority.				
10. Ability to cope with work generally.				
11. Display of initiative.				
12. General behaviour.				

Please use this space to make any additional comments relevant to the pupil.

Signed:- _____

Position: _____ Date:- _____

Step 5

After the placement

Saying Farewell

Employers put a lot of time and effort into organising work experience and deserve a gesture of appreciation from their students. Think about the day when you will be leaving your placement. In what ways could you say a farewell 'thank you'? After it is all over, you may wish to send a letter of thanks. Study this sample letter below from a student to her employer. All the points you need to remember to include are arrowed.



1. Always address it to the person in overall charge. This would be the person who interviewed you, even if you never saw them again afterwards.
2. Always mention the things which you enjoyed. But be brief, you are not writing a report.
3. Always refer by name to the people you particularly want to thank, and explain why you wish to thank them.
4. Always mention the things of value that you will take with you from the experience.
5. Mention any specific incident or occasion which was particularly memorable. Be humorous, but not frivolous.

Ms Rita Kother
Personnel Manager – Parsley Plastics
West Hampton
WTN OPP

Dear Ms Kothery,

I am writing to thank you very much for the opportunity of being at your company for work experience. I enjoyed the time a lot and found the work interesting. I especially enjoyed learning about how plastics are made. The research you are doing on fire-resistant plastics is fascinating.

I was very grateful to Mr Colin Dawes and Ms Kathy Edwards for all the help and advice they gave me. I am sure my science grades will improve because of them! Please pass on my regards to them, and to all the others who made my stay so worthwhile.

Once again, many thanks and my good wishes to you all.

Yours sincerely,

Amy Curtess