**Goal #1:** Learn more about machine maintenance and resolving problems regarding the espresso machine and the espresso grinder. By the end of my internship, I would like to know how to maintain the machines and be able to resolve issues with them.

**Objective #1:** During my shifts, I will observe when Laura works on the machines and after learning what to do, practice how to ensure optimum performance of the machines by following her steps in maintaining them. Other than observing, I will take notes, ask specific questions, and practice with Laura to make sure I am going through every step properly. This goal will be completed once Laura watches me go through these steps and decides I am ready to do this on my own.

**Objective #2:** Outside of work, research the proper maintenance for different machines, the best way to keep them running well, and how to prolong the life of the machine. Some of this research may include reading the manuals, looking online at forums that talk about these machines’ maintenance, and watching videos online of other people cleaning the machines. This research will be continuous throughout my learning of the machines.

**Goal #2:** By the end of the internship, prepare a contract with Laura to franchise a Beany’s To-Go.

**Objective #1:** During the internship, I will shadow Laura to understand how she wants her business to run, what type of business structure the company has, and know what her expectations are of the new franchise. As I shadow and observe, I will make notes and

**Objective #2:** To ensure proper franchising practices, we will work together to research the International Franchise Association’s website, which gives a lot of information regarding where to start with your franchise. Putting together documents like financial statements, audit reports, and creating a contract for the terms of the franchise will be key in our start of the franchising process. The IFO will give us a head start with instructions and resourceful links on how to begin the process to open a Beany’s To-Go franchise.

**Rationale for Internship:**

As I have gone through the Hospitality Management program, I have discovered that my ultimate goal after graduating is to own a local coffee shop with my husband. We have talked about how we will accomplish that goal and how we will dive into starting it once I am out of school. With this goal, I would like to continue learning about the coffee industry and what it takes to operate a business, so I feel like learning from an entrepreneur within the industry is the best way to accomplish that.

I believe that working with and learning from Laura will be the best opportunity for myself as I strive toward my goal of opening a coffee shop. The skills I have learned in Hospitality Management about food and beverage service, business finance, and customer service will also help me as I go through this journey.