



## Learning Objectives – Logistics and Supply Chain Intern

Technical/Academic Skills and Content	Related Job Tasks	Evidence or Outcomes
Customer service	Document and keep track of customer quality claims	Customer questions, concerns and feedback are organized, managed and documented
Basic accounting	Properly document daily sales, invoices and purchase orders	Basic accounting  Proper documentation of invoices, sales receipts and purchase orders
Data entry	Enter work orders, new item information and purchase orders into computer and accounting systems	Purchasing orders, supply information and work orders are accurately updated in computer system

Employability / Interpersonal Skills	Related Job Tasks	Evidence or Outcomes
Collaboration	Complete tasks as they have been assigned or agreed upon by the group  Coordinate logistics with different departments	Able to work independently and as part of a team
Attention to detail	Able to maintain high-level data entry accuracy  Careful numerical computation and organizational skills	Accurate data entry, smooth delivery of replenishment orders and careful documentation of purchase orders and invoices
Verbal communication	Organize information that serves the purpose of the message, context and audience  Seek input to gauge others' understanding of the message	Maintain courteous rapport and friendly customer relations  Clear communication of delivery timelines and supply needs

Adapted from material created by the NYC Labor Market Information Service, CUNY Graduate Center.