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The Importance of an Internship and What Makes Quicken Loans an Extraordinary Place to Intern

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THE CARL AND WINIFRED LEE HONORS COLLEGE

CERTIFICATE OF ORAL DEFENSE OF HONORS THESIS

Frank Salinger, having been admitted to the Carl and Winifred Lee Honors College in Fall 2004, successfully presented the Lee Honors College Thesis on April 20, 2007.

The title of the paper is:

"The Importance of an Internship and What Makes Quicken Loans an Extraordinary Place to Intern"

A handwritten signature in black ink, appearing to read "J. DeMello", written over a horizontal line.

Dr. James DeMello, Finance and Commercial Law

A handwritten signature in black ink, appearing to read "K. Richards", written over a horizontal line.

Mr. Kevin Richards, Quicken Loans

The Importance of an Internship and What Makes Quicken Loans an Extraordinary Place

to Intern

Frank C. Salinger

Lee Honors College Thesis

Spring 2007

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Internships and Finance

When I came to Western Michigan University in the fall of 2003 I had only a slight idea of what field I wanted to work in when I graduated. I knew a degree with a major in business was very strong and would help me in my job search. Still, I needed to determine which major to pursue. Thankfully, the Haworth College of Business at the university is set up in such a way that I was able to gain some exposure to all different areas of business in my first two years at the school.

On my way to earning a Bachelor of Business Administration degree I was scheduled to take such classes as accounting, business management, marketing, economics, and business enterprises. Professors in these classes took me through an introduction on each topic and lectured about careers in each field. I quickly learned which sections of the business world I enjoyed studying and which ones I had less of an interest in. Also, I saw how each function related to one another and noticed that each department of a company must be synchronized with a common goal in order to be lucrative.

My professors were amazing and I grew to respect each of the business majors after being in these classes. However, it was when I took my initial business finance course that I knew a career in this area of study was something I wanted to pursue. Jobs in finance are very diverse and can range from working on Wall Street, to raising money for a Fortune 500 company, to helping an individual save for retirement.

Why Finance as a Major?

There are a few key advantages to having a strong finance background that attracted me to the major. The first one was the opportunity to help people and

organizations with their financial position. Money is one of the most important commodities on the planet and too many times it is mishandled. I am driven by a desire to be employed in an area of business where I can feel a sense of accomplishment.

Assisting individuals and companies with their finances is rewarding work.

A second reason I was drawn to a career in finance is that the major is based on mathematics. Financial analysts must have a strong background in math and be able to crunch numbers. Without this skill it is very hard to determine if a client's (or a company's) financial position is improving. I have enjoyed math and quantitative analysis since I was very young in elementary school.

Lastly, most jobs in the financial field compensate their employees by paying them a commission. Although positions that pay with this structure can be a gamble, with risk comes reward. The harder an individual works, chances are the more they will get paid. I have never been a fan of salary based jobs because I feel "capped." No matter how hard I work in a given year I will be stuck making the same fixed budget.

Importance of Internships

After declaring my major and becoming more knowledgeable about the job market I came to the realization that I needed to get some experience in the world of business. I set up meetings with advisors and professors. They all lead me to apply for different internships in the finance function. I gathered as much information as I could about internships and quickly concluded how useful and important they are.

An internship allows a person to work for a predetermined amount of time in a professional environment. The intern may or may not be paid for their time but are given the opportunity to gain some exposure to a job or field they may want to pursue. Interns

get a feel of the day to day challenges and expectations of full-time employees at an organization. Some programs train their interns and closely supervise them. Other companies will ask interns to job shadow, or watch and “hang over” full-time employees throughout the day.

Internships have many benefits to college students. They allow individuals to actually get outside of the academic world. The expectations for a student in a college class differ tremendously from the responsibilities and accepted practices of a full-time employee. Interns get to see this first hand and notice some of these changes from proper dress to phone etiquette when talking to clients.

Furthermore, an internship gives students the chance to see if they would particularly like working for a company or in an industry. Any teacher in a classroom can tell you about a particular position and what the job duties are. However, the chance to actually get into an office and see the work being performed is more valuable to students.

Internships usually have a set end date. After an intern completes a program they can evaluate that industry and particular organization to see if they feel it would be a good fit for them. It is important for college students to find out what they enjoy doing before completing college so they can target those specific employers who hire for those types of positions after graduation.

Lastly, internships help college students build a resume. When searching for a full-time position a former intern can relate their internship experiences to the job they are applying for. Also, while in an internship program an individual may notice some of

the skills and abilities employers are looking for. In an interview, job candidates can use this knowledge to sell themselves and hopefully earn a job offer.

My Internship Experiences

During my time as a student at WMU I took part in two internship programs. The summer after my sophomore year (2005) I worked for a company called Berkshire Capital. Their office was located in Troy, Michigan and during my time there I learned a tremendous amount about working for a financial services company. The mortgage industry is very competitive and after interning at Berkshire I fully understood what characteristics separated good mortgage bankers from great ones. Additionally, I found mortgage banking to be very rewarding work. The bankers at the company each had several clients, some of which had saved over a thousand dollars a month by consolidating debt into a home loan.

I took an abundant amount of knowledge with me from Berkshire and applied for intern positions with several world-class organizations during the spring of 2006. Although Berkshire is a remarkable company that is growing at a tremendous rate, I knew deep down it was not going to be a good fit for me after graduation. I wanted to use the summer before my senior year at WMU to gain some exposure to a larger organization that would give my resume a little more creditability. After interviewing with distinguished companies like Aflac and Enterprise Rent-A-Car, I ended up accepting a position with Quicken Loans.

There were a few reasons that led me to accepting the job offer with Quicken. One was the location. The office is very close to the house of my parents where I was planning on staying that summer. Secondly, the compensation package they offered me

and the other interns was very generous. Also, I knew Quicken was a reputable company known all over the country. Lastly, I would be given the opportunity to work in the mortgage industry which I grew to adore as an intern at Berkshire.

After completion of the internship with Quicken I can not say enough about the organization. I have had close friends of mine intern with other well established companies and I would put the program at Quicken up against the best in the country. Looking back on my four years at WMU, the experience remains at the top of my list of important events that helped me in earning my degree and becoming a polished college student. The program helped me mature and my knowledge of business expanded immensely. I would recommend any student who gets the opportunity to take part in the internship program at Quicken to do so.

Quicken Loans Overview

Quicken is “America’s Home Loan Experts” and closes loans in all 50 states. The company is well respected in the lending industry and is recognized as the number one online retail home lender in the country by National Mortgage News. In 2005 Quicken closed \$16 billion in mortgages. The company strives for greatness and plans to become the number one retail lender in the nation by 2010.

Quicken has a unique beginning. In 1985, Dan Gilbert started Rock Financial Corporation. The organization quickly grew and went public 13 years later. However, before this major event Rock Financial merged with Title Source, Inc., a title insurance and escrow services company. The organization name changed to Quicken Loans in December of 1999 when Intuit Inc., the producers of QuickBooks and TurboTax, bought Rock. This change did not last long and in the summer of 2002 Gilbert purchased

Quicken back from Intuit. Many members of the media used a boomerang to symbolize the selling and buying back of the company by Gilbert. Also, a boomerang can be noticed in the company symbol.

Size and Locations

Quicken has more than 3,500 team members and continues to grow. Recently the company has been hiring approximately 200 people a month. Most of these individuals who join the company will be working in sales as mortgage bankers. This is the area of Quicken that is looking to grow the most. However, some are hired to work in other departments of the company (less than 10% of new hires) such as human resources and marketing.

Quicken has five office locations. The main office is located in Livonia, Michigan just off of Interstate 275 and Eight Mile Road on Victor Parkway. Another office rest just south off of Six Mile Road and Interstate 275. The third office is located in Troy, Michigan off of Interstate 75 on Tower Drive. A fourth is located in Cleveland, Ohio. Furthermore, a new office recently opened earlier this year in Phoenix, Arizona.

Quicken has made a large impact in the city of Cleveland. The company opened their office there in 2006 and during the spring of 2005 Gilbert purchased the Cleveland Cavaliers of the National Basketball Association. The team plays all its home games in the Quicken Loans Arena and the facility has become a premier location for sports and entertainment.

Conducting Business

Quicken is an internet based company that uses the web as a resource to drive its business. This allows customers to get a loan without having to leave the comfort of their

own home. Still, some consumers prefer to have a relationship with their mortgage banker that is not solely over the phone and internet. Rock Financial, a Quicken Loans company, has branch locations in the Detroit suburbs of Farmington Hills, Auburn Hills, and Troy. Those looking to borrow money in the Metro Detroit area can walk into any of these locations or call and set up a time for a mortgage banker to come out to their house. The company advertises the name Quicken Loans around the country but chooses to aggressively market Rock Financial in Metro Detroit.

A sister company of Quicken, Title Source, Inc., has been providing escrow services and title insurance to real estate agents, attorneys, lenders, homeowners and corporations in Michigan for over two decades. They have several Michigan offices in Ann Arbor, Auburn Hills, Brighton, Clarkston, Dearborn, Farmington Hills, Grand Blanc, Livonia, Southfield, Sterling Heights and Troy.

Company Culture

The company culture at Quicken makes it an exceptional and rewarding place to work. Team members (words like “employee” and “supervisor” are looked down upon at the organization and replaced with “team member” and “team leader/director”) enjoy coming into the office everyday and are very approachable. The friendly environment and pretty flat company structure helps promote an atmosphere where everyone can succeed.

A major reason Quicken has been able to accomplish and achieve so much is due to the culture. It is unique and unlike anything ever developed in Corporate America. The culture focuses around “Isms,” or company mottos which are used by Quicken as a replacement to boring and traditional mission statements.

When the company was first starting out it developed a mission statement similar to the ones that other large organizations have created for themselves. “It is Quicken Loans mission statement to make residential mortgage loans in the companies financial services available to credit worth customers on a fair and equal basis irrespective of the applicant’s race, creed, color, national origin, sexual orientation, military status, age (provided the applicant has the capacity to contract), sex, marital status, disability, religion, or familial status.” Executives felt this was too conventional and the “Isms” were born.

17 Isms

1. A penny saved is a penny- A penny saved at the expense of a good idea is no savings at all. Too many corporations focus on cutting costs instead of investing that money into research that will help develop new concepts.
2. Always raising our level of awareness- Quicken expects all team members to notice what is going on around them. This way, the two eyes of the CEO are joined by the eyes of a few thousand team members who together can watch over the company.
3. You’ll see it when you believe it- If members of the company believe it, then they can make it happen. It does not work the other way around.
4. Do the right thing- The high road is not a short cut. Members should stick to the highest standard of integrity, without compromise. Character is what someone does when no one is looking over their shoulder and doing the wrong thing is never worth it.
5. We eat our own dog food- This “Ism” focuses around the idea that team members should also have a loan from Quicken to finance their home. Members of the company

should believe in the products they sell and “use” them. Their friends and family should as well.

6. Every client. Every time. No exceptions. No excuses- The company is built one client at a time and every customer deserves to be “wowed” every chance a team member gets.

7. Simplicity is genius- Complicated processes and communication is for other organizations. Members of Quicken make things simple. If Forrest Gump or an elderly grandmother can not understand it then team members should not say it. Companies do not need to be complicated to be great. Big words and messes are not for the work place. Members of the company clear up vagueness and muddiness. Crystal clarity is the only way team members should communicate to clients, vendors and to each other.

8. Ignore the noise- Team members of Quicken are told not to take their eye off the ball. They are taught to tune out the bad days and obstacles. Everyone at the company has been bombarded by the noise, but those who can push on will win in the end.

9. The inches we need are everywhere around us- Opportunities for team members to make a difference are everywhere. Everything a member does matters and every second of every day counts. If members keep their eyes open they will see that the little things (the “inches” needed) are everywhere around. It is 1,001 of these little things, or inches, that add up to who Quicken is.

10. Innovation is rewarded. Execution is worshipped- A great idea is just the first step. The real magic occurs when a team member brings that idea to life with great execution.

11. Obsessed with finding a better way- Quicken is on a never-ending quest to find a better way for every process and everything team members touch. If it is good, members

are encouraged to make it great. If it is great then team members should take it to a higher level. They should not settle for less. In fact, they should not settle at all.

“Finding a better way” is not something Quicken does on the side or when members get time. Rather, it is the primary job for every single person who works for the company. It is the passion, obsession and way of living of team members.

12. Responding with a sense of urgency is the ante to play- Team members return all phone calls and e-mails from each other, clients and partners the same day it is received. Members “kill each other” with courtesy.

13. You have to take the roast out of the oven- Wrap it up. Finish the job and execute. Over-analyzing can kill an idea and possibly make team members miss an opportunity.

14. Numbers and money follow; they do not lead- Team members are encouraged not to chase money. Instead, they should chase the skills that will make them great at what they are doing or building. They should become an expert and focus on being the best. When they are clear about their goals then they can focus heavily on achieving them. With enough hard work they will reach these goals. It is often said by those who have been with the company awhile that “what you focus on you usually find.” It is then, and only then, that good numbers and money will show up. In other words, team members should focus on the dream or the vision. If members pursue it with uncompromising passion then the numbers and money will follow them. Chasing the numbers and money first will leave anyone chasing their tail.

15. We are the “they”- There is no “they.” “They” does not exist at Quicken. Every team member is the “they.” Quicken is one united team.

16. It's not about who is right, it's about what is right- It does not matter where ideas come from inside the company, what matters is which idea is the right idea. Quicken is a flat organization and great input can come from anywhere. Egos are checked at the door. If the Chairman and CEO are wrong and the "new guy" is right, then the new guy's idea or point of view is followed.

17. Every second counts- Time, not money, is the scarcest commodity of all. It can never be replaced. Each team member is asked what they will choose to do with the 31,536,000 seconds they have each year.

A Unique Culture

Team members at Quicken work hard and long hours. In return for their commitment, the company does a lot to make sure the organization is a fun place to work. Quicken takes great care of team members. One way the company does this is by having a kitchen on every floor of each office where popcorn and slushy machines can be found. Members can help themselves to these free treats anytime throughout the day.

Also, Quicken has its own in-house band called The Loaners that plays at most company meetings. The group is four members of the organization and is very talented. They took second place in 2005 at Fortune Magazine's "Battle of the Corporate Bands." They can also be found rocking at various fundraisers throughout the year. The group played recently to raise money for The American Red Cross and victims of Hurricane Katrina.

Everyone, regardless of job title, is encouraged to speak up and make suggestions on how the organization can improve. Quicken has its own intranet site where team members can type up these "Process Perks." Each idea is evaluated and a response is

sent directly to the team member who proposed it within 24 hours. If a suggestion is implemented the member who submitted it receives a cash reward. This keeps everyone aware of their surroundings and members are always looking for ways to improve the company.

Quicken team members are not only honored for originating great ideas. The company is growing and human resources wants to hire the brightest and best people. Therefore, a bonus is awarded to members that submit the names and contact information of people that would be good additions to the organization. This is one way the company hunts down those with great ability. Team members are compensated if their friends, family members, or people they barely know get hired by the company. This also encourages members to open their eyes and notice exceptional customer service. Team members can refer anybody from a lifelong friend to a waitress they met that exceeded expectations. The company calls this program "Talent Scouts."

Another great benefit to working for Quicken is that team members receive different discounts and offers from many big name companies. Members can save on a wide range of products from books to cell phone service. Some companies that offer special savings to Quicken team members include Barnes and Noble, Verizon, Dell, Valvoline and Tag Heuer.

Quicken is an organization that promotes team members based on performance. Those who produce and work hard will move up quicker within the company than those who do not. However, promotion is only one tool the company uses to reward superb accomplishments. Quicken has a program with "revenue coins" where each month the top 10 mortgage bankers in each division receive one of these coins. Once a banker

accumulates so many of these coins they can cash them in for prizes such as Detroit Pistons season tickets or a Rolex watch. Additionally, every month has a different designed coin (for example, the coin for April 2005 is different from the coin of April 2006) that usually has some kind of logo on it to represent a key event that occurred that same month in the history of the organization. Bankers proudly display these coins on their desk and a rack is given to a banker after receiving their third coin.

Mortgage bankers are constantly being rewarded for their production. The company holds many contests each week and gives prizes to team members who display effort. One day a gift certificate to the local mall may be given to the banker who makes the most outgoing calls to potential clients. The next day the company may give out concert tickets to the team member who pulls the most credit reports of prospects. This motivates members and rallies them to work hard.

One of the biggest events that every banker looks forward to is the annual company trip. A contest runs from December 1st until the last day of January. Each banker is given a two month goal to hit. Those who reach their mark get to take part in the week long vacation with air fare, hotel, food and drinks paid for by Quicken. The 2007 festivity will take place in Puerto Rico at El Conquistador Resort and Golden Door Spa. It is scheduled to take place in April.

Another annual event team members at Quicken look forward to is the holiday party in December. It is a huge affair that everyone who works for the company is invited to and has the option of bringing a guest. The 2006 affair was at the Detroit Marriott at the Renaissance Center. The gathering featured world famous disc jockey DJ

Skribble and performer Kid Rock. Other features of the party included digital photos, palm and psychic readings, food and drinks all compliments of Quicken.

Awards and Accolades

Quicken has been recognized at both the national and local level for having an unmatched culture that works. Everyone at the company has the opportunity to succeed and each team member has the ability to make a difference. Below are some awards the organization has received. Likewise, these awards should continue to come as the company grows.

- Quicken received the "Financial Services Standard of Excellence Award" by the Web Marketing Association.
- CIO Magazine named Quicken Loans/Rock Financial to its "CIO 100" list of the most technologically advanced companies in the world. Quicken was cited specifically for its state-of-the-art loan origination platform and electronic signature process.
- Quicken has been recognized by Fortune Magazine as one of the "100 Best Companies to Work For" in America for three consecutive years. The company is the highest ranking financial institution and fastest growing company on Fortune's list.
- Quicken Loans/Rock Financial ranked #1 on Computerworld Magazine's list of the "100 Best Places to Work in Information Technology" for two years in a row (2005 and 2006).

- Quicken Loans/Rock Financial was named one of 60 "Cool Places to Work" in Michigan in a first-of-its-kind competition jointly held by Crain's Detroit Business and the Grand Rapids Business Journal.
- The Michigan Business & Professional Association named Quicken Loans/Rock Financial one of its "Top Ten Companies to Work For" in Metro Detroit.
- Quicken's in-house band, The Loaners, took second place in Fortune Magazine's "Battle of the Corporate Bands 2005."
- Quicken is the largest online lender in the nation.
- Rock Financial is Michigan's largest mortgage company.
- Quickenloans.com was named one of the "Best of the Web" mortgage lending sites by Forbes, Money and PC magazines.
- Rock Financial was named "Best of the Best" Mortgage Company by the Oakland Press 2003 Readers Choice Awards.
- CEO Bill Emerson received the "Executive Leadership" Award from the Employee Involvement Association in 2004.
- Founder and Chairman Dan Gilbert was inducted into the "Southeastern Michigan Junior Achievement Hall of Fame" for business leadership in May 2003.
- Quicken Loans/Rock Financial received the 2003 "Business Leadership" award from JVS, a nonprofit human services agency. The award is given annually to a company that optimizes the vocational success of its employees through its progressive employment policies and practices.
- Quicken Loans/Rock Financial was voted "The Best and Brightest Company to Work for in Metro-Detroit" in both 2002 and 2005 by the Michigan Business and

Professional Association for its innovative, family-friendly human resources practices (Commitment to diversity, compensation and benefits, employee communication and recognition, employee education and development, and employee motivation and enthusiasm).

- Quicken was named one of Fortune Magazine's "100 Best Companies to Work For" in 2001 and 2002 (while still part of Intuit).
- Dan Gilbert received the highly coveted "Entrepreneur of the Year" award from Ernst and Young in 1999.

My Experience at Quicken Loans

My summer internship with Quicken was during the summer of 2006. It started May 22nd and continued until the 18th of August. The program lasted 13 weeks and included state of the art mortgage banking training and close on-the-job mentoring from successful leaders in the company. I worked in a professional and energetic environment where team members were constantly challenged.

Summary of 13 Weeks

During the first three weeks of the internship all the interns were required to sit through four days of orientation and two weeks of training. Orientation consisted of sessions on a wide variety of topics from dress code to setting up office voicemail. Additionally, I got to meet such people as Chairman Dan Gilbert, Chief Executive Officer Bill Emerson and President Pat McInnis. I found out during orientation that over 900 college students had applied for an internship with the company and approximately 350 were interviewed. In the end only 60 were taken. This made me feel honored to have been selected to take part in the program.

I came to Quicken having some experience in the mortgage business. The summer before, while at Berkshire, I learned how to customize loan programs for clients. I gained some sales experience in a competitive and fast paced industry. By working closely with my mentor I was able to look at a customer's credit report, loan to value percentage and yearly gross income to understand their needs and goals.

When I started at Quicken I thought my previous experience and knowledge I had received from Berkshire would help me perform at a higher level than the other interns. I soon realized this would not be the case. Quicken is a mortgage giant whose bankers are nothing short of industry experts.

Full-time mortgage bankers are required to go through five weeks of intense coaching before they are able to start selling on the sales floor. Interns receive an accelerated two weeks of this training and I was astonished at how much I learned during that time. The entire group of mortgage banking interns sat in a classroom setting and the staff who ran the sessions presented tons of valuable information on topics ranging from how to use office equipment to the skills needed to flourish in sales.

We also learned about the cutting edge technology that team members of the company use everyday. I was fascinated with how up to date the company's computer system is and really benefited from this training. Furthermore, the interns were taught the basics of pricing out loans and received a brief lesson on the different mortgage programs Quicken has to offer. I took in a tremendous amount of new material that I wished I had been taught while at Berkshire.

Besides attaining a deeper awareness of what attributes make up a model banker, I concluded that I may have developed some bad habits while working at Berkshire. For

example, when a client calls an employee at Berkshire and leaves a question on their voicemail, the customer will get a call back only if the banker knows the answer to the concern (typically speaking). However, it is expected that every team member at Quicken return a phone call from a borrower within 24 hours. This call should occur even if the banker does not know the correct response. Members at Quicken are taught to be honest with the customer and let them know they will further research the issue.

After training it was time to get on the sales floor. I was assigned to work for the team “The Sopranos,” which was a group of 18 bankers headed by team leader Joe Khalil. My mentor on the team was Senior Mortgage Banker Kevin Richards who had been with the company since January of 2004. I shadowed the team every other week during the internship and did a wide variety of assignments from revenue reports for the month to writing thank you cards to clients.

Shadowing “The Sopranos” was my favorite part of the internship and the most useful to my education. It was during my time with the team that I learned about the daily functions of being a mortgage banker at the company. I watched bankers sell and overcome client objections. I noticed the tendencies that separated the great bankers from the average ones and really got a grasp of what skills one needs to be successful at Quicken.

When I was not hovering over the bankers on the sales floor I was on what the internship coordinators call a rotation. I was assigned to report to a different area of the company. The directors of the internship set up the program this way so that interns would get an overview of how each separate department in the company works together

to help Quicken in its pursuit to grow and improve. Every other week I would go on a different rotation. Each rotation is listed below and a brief description is provided:

- **Bridge Team** is responsible for lead flow. They take the information submitted to the company from a potential client through Quicken's website and allocate it to a banker. The team does the same with leads purchased from outside companies like Lending Tree. Bankers call the leads given to them.
- **L.E.A.D. Team** stands for Leadership Education and Development. It was designed to create well-rounded team members by introducing them to different areas of the company. Team members who join the program also learn about the traits needed to become successful leaders in the organization.
- **Score Team** evaluates and monitors phone calls by mortgage bankers to clients. They provide precise and specific feedback on the structure and quality of calls made by bankers.
- **Operations** is a large part of the company that has many different divisions. They do everything from answering any questions clients may have about their loan to gathering the necessary paperwork to ship out to the home of a customer so they can close their loan.
- **FrontLine Team** fields all incoming phone calls to the company. They determine the customer's needs and transfer the call to the appropriate party.

I enjoyed going on rotations throughout the internship because it gave me a chance to switch up my daily schedule a little bit instead of spending 13 weeks straight on the sales floor. It also benefited me because I learned what other members at the company do in a typical day.

Quicken is a company that does not accept anything but the best. At the end of the internship I was invited to sit down with the coordinators and a panel of approximately 10 other interns to discuss the program. We gave feedback on how to make the internship better for future interns. They acknowledged the information we gave them and the program for the summer of 2007 has been modified and tweaked so interns have a memorable experience working for Quicken.

Relationship to Education

Before starting my internship at Quicken I made a list of goals and objectives I intended to strive toward. After completing the thirteen week program I believe I reached these goals. One of my intentions was to understand and have a basic overview of how Quicken stays profitable in such a competitive industry. I also wanted to become better educated on how to excel in a sales job. I managed to accomplish both of these. Furthermore, I pushed myself to become noticed as a hard worker. Others observed this and I left my internship with an offer letter, signed by a regional vice president, which says I can work for Quicken when I graduate from WMU.

Looking back, I would say completing two internships opened my eyes to some new ideas. Before working at Quicken I always thought accepting a position with a large employer was something that I did not want. I believed I would get lost among the rest of the individuals at the company. I thought I could make more money and would be happier if I was employed in a small office environment.

The Quicken internship changed my mind and showed me the benefits of working for a larger company. An industry leader like Quicken is able to train newly hired loan officers to a much higher degree than an organization like Berkshire. Additionally,

prominent companies are able to spend more money on resources and individuals that can help coach and mold new hires. This supervision gives fresh team members the tools they need to become major contributors at their company.

In conclusion, I think any business student should take an internship if given the opportunity before graduating with a degree. An internship has so many benefits and helps prepare one for life outside of school. I believe any exposure somebody can get in a professional environment is beneficial. Internships give students experience and a competitive edge when going out into the job market.