

## Reflection Essay for Mosmiller Internship Amber Lemmenes

During my internship at Phillip's Flowers in Chicago I had the opportunity to work at six of their different store locations. Each location had a completely different personality and clientele so I was able to learn many things from the employees there. For example at one of the stores their customers only buy really large arrangements so the manager showed me how to make my medium sized \$80 arrangement into a big and showy \$80 arrangement just by moving some stuff around. At another store one of the employees taught me how to design with permanent flowers which I enjoyed so much I have now added a pick machine to my Christmas list. Those things along with how to box roses, make a nosegay and process flowers plus so much more made my time in the shops extremely worthwhile. Some things like how to wire an orchid I learned several different ways so now I can choose which way works best for me.

I also got to work at their central design center, which was broken up into different departments like Sympathy, Plants, Events, Phone Room and Production. I got a little taste of everything but spent most of my time in Production which is run like an assembly line and makes large quantities of arrangements to be sent out to the stores or for events and parties. This was a different way of doing things than I was used to and although I did not enjoy it, it did teach me how to make many arrangements uniformly. In the Phone Room I learned how to take a phone order and how to wire out orders, and in Plants I learned how to make fairy gardens and blooming garden baskets. Each department gave me a different experience and new skills that will be easy to apply anywhere I go.

I interned at Phillip's from January through May so I was able to work most of the important holidays for the floral industry like Valentine's Day, Easter, Administrative Professional's Day, and Mother's Day. During Valentine's, I worked in a store but did more behind the scenes work like keeping flowers stocked and boxing roses. This helped ease me into the craziness of the holidays. For Easter I worked on the Production line making tons of tulip arrangements for country clubs in the area. For Admin Week I was in a store and I learned that offices like to order lots of the same arrangement for their employees so I was taught how to arrange the cooler to fit those needs. And finally for Mother's Day I was in a store again and working out front, answering phones and helping customers which I found to be really enjoyable. I got to help out with two proms while I was in the stores too, and those were probably my favorite weeks. Lots of the students ordered nosegays which I had never done before so it was fun to help them pick out all the bright and bold colors to go with their dresses.

Overall I don't think I could have learned more from anywhere else. Interning at Phillip's Flowers gave me the opportunity to interact with so many talented people in the floral industry. Not only that but they seem to have a customer base that also really care about flowers and want creative and different things. The combination of the talented staff and the demand from the customers allowed me to be able to see and learn so much during the short time I was there. It is an experience I would recommend to anybody. I hope to now get a job in a flower shop closer to my home and eventually own a shop myself someday.



**Cheerful  
arrangement I  
made for the cooler  
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**The first nosegay I  
made for Prom  
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**First Fairy Garden I made**

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**Making tulips arrangements for an event**

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**Wrapping Teddy Bears for Valentine's Day**

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