In the summer of 2004, I had an internship through Monmouth College, planning a reception for incoming and prospective students in the Chicago land area. It is held annually, but was the first year that it was turned into an internship, having a student organize, plan and execute the reception. Along with the guests, I needed to find volunteers as well. In doing this I needed to communicate with them on a regular basis. I did this by phone, e-mail, mail and a meeting in person. I am going to focus on the oral communication methods I used.

Once getting responses, after sending invitations by mail, I needed to stay in contact with volunteers. My first means of oral communication was by phone. I asked various people to be speakers and do other jobs at the actual reception. I had to leave many messages, return calls, and make follow up calls. After assigning everyone positions for the day of the event, I wrote a speech I would give for a meeting explaining the day.

On the day of the event, I held the meeting for volunteers as my second means of oral communication. I explained the different aspects of the different sessions throughout the day, nametags, activities occurring and timing of events. I had everyone join in one room and sit at tables as I stood at the podium. At the end I asked for questions.

The last means of oral communication occurred throughout the day of the event. As volunteers arrived for later sessions, who were not at the meeting, I had to individually explain the day to them. I also made a packet for each volunteer, including a copy of the speech I gave so that they had all of the details in hand. As volunteers had questions during the day, they were directed toward me. I had to keep everyone doing their individual jobs and make sure volunteers were knowledgeable on what was occurring.

I noticed both strengths and weaknesses of my oral performance. I found it much easier to speak at the meeting than on the phone or throughout the day. I believe this was because I had a set of guidelines of what to say and was not caught off guard. My strong points included the presentation of the actual speech and my delivery. Other strengths were the organization of the presentation and following up with calls. Areas I could have improved on include giving spontaneous direction, enforcing volunteers to their individual positions and having more power in how I verbally express direction.