

CAPA

INTERNATIONAL
EDUCATION



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INTERNSHIP HANDBOOK

London

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WELCOME

Congratulations on your decision to add an international dimension to your education! The Internships Team here at CAPA is delighted that you have chosen to do an internship. As you engage in your internship, you will find that you are not only gaining invaluable INTERNATIONAL experience, but you will also be making important contacts as well as many new British friends.

We look forward to meeting you and welcoming you to London!

A NOTE TO PARENTS AND FAMILIES OF STUDENT INTERNS

It is a good idea to share this handbook with your parents and family members, so that they have a comprehensive understanding of the internship process too.

While the on-campus Career Services is the formal avenue through which students can receive professional guidance, we recognize that many parents and family members also support and guide students as they develop their professional skills. In order to provide the best support possible and to set realistic expectations, it is a good idea for parents and family members to review this handbook as well.

You can help your student to have a successful internship abroad by recognizing that the internship application, placement, and interview process are all important learning phases for students. Students who are encouraged to ask

questions and self-advocate in a friendly, yet professional manner typically have positive and meaningful learning experiences. You will undoubtedly bolster your student's confidence and enhance his/her future career prospects by encouraging your student to practice these skills by making calls, e-mailing, or meeting with the CAPA staff, just as they would in their future professional positions.

The CAPA staff are approachable and knowledgeable professionals who are committed to helping your student develop professional skills. We are always happy to address any of your student's questions or concerns both prior to departure and while in-country, in order to ensure that your student has a successful international internship.

Capital: London

Area: 242,514 sq km (93,638 sq miles)

Dominant language: English

Dominant religion: Christianity

Life expectancy: 76 years (men), 81 years (women) (UN)

Monetary unit: pound (GBP)

Main exports: Manufactured goods, chemicals, foodstuffs

GNI per capita: US \$37,600 (World Bank, 2006)

THE UNITED KINGDOM AT A GLANCE



The Basic Facts

Full name: United Kingdom of Great Britain and Northern Ireland

Population: 60.2 million (National Statistics, 2005)

Government: Constitutional monarchy / Parliamentary democracy



Head of State: Queen Elizabeth II

Elizabeth II became queen of the United Kingdom of Great Britain and Northern Ireland in 1952 upon the death of her father, George VI. She is also head of state of 16 independent countries including Canada and Australia. As a constitutional monarch, her role in the legislative process is largely ceremonial.

Prime Minister: Gordon Brown

Gordon Brown became prime minister in June 2007 after serving as Chancellor of the Exchequer (finance minister) in three consecutive Labour governments under Tony Blair. He was the only candidate for the premiership when Mr. Blair stood down two years into his third term in office.

Diversity

The UK is quite diverse; you will find your new counterparts in the office to have diverse cultural backgrounds, ethnicities, races, sexual orientations and gender identities, religious beliefs, worldviews and more. You are also likely to encounter a wide range of perspectives regarding diversity issues just as you would within the U.S. Lately, the UK has been struggling to address issues revolving around multiculturalism, immigration and national identity. The U.S. faces a similar challenge. Take the time to understand various attitudes and beliefs that may be different from your own. This will significantly help you to better understand your own beliefs as well as those of your host culture.

Climate

The climate is temperate with warm wet summers and cool wet winters. It is variable from day to day and throughout the country as a whole. The west coast and mountainous areas receive the most rain; the east coast, particularly in the north, is colder and windier. The southeast is sunnier than the north with less rain and a climate approaching the continental. The southwest has overall the mildest climate.

Fun Facts

- In Britain there is no written constitution.
- The UK is further north than any US city except those in Alaska.
- Although the name "Big Ben" is commonly used to refer to the famous clock tower at the top of St Stephen's Tower of the House of Parliament in London, the nickname is more correctly applied to the bell within the tower. It was named after Sir Benjamin Hall, who was the Chief Commissioner of Works at the time.
- The flag of Britain is commonly known as the Union Jack (which was derived from the use of the Union Flag on the jack-staff of naval vessels).
- England forms part Great Britain along with Wales and Scotland.
- Great Britain and Northern Ireland make up the United Kingdom (UK).
- National Sport: Football (Soccer), Rugby, Cricket
- National Food: Fish and Chips, Roast Beef and Yorkshire Pudding, Bangers and Mash (Sausages and Mashed Potato)

ABOUT CAPA INTERNSHIPS

Who is CAPA?

CAPA International Education (CAPA) is a private international organization dedicated to providing US college and university students with affordable education abroad programs. We offer internship, service-learning, and study abroad programs in the UK, Italy, France, Spain, Australia, and Costa Rica. The CAPA staff is comprised of committed professionals who look forward to providing you with friendly support and professional advising during your internship abroad. Please feel free to contact us with any questions you might have, both before you depart and while you are abroad. We are always happy to hear from you!

What is a CAPA Internship?

Your internship will provide you with a position where you can incorporate your academic knowledge and experience in the work place and further develop your professional skills. Most importantly, CAPA Internships allow you to focus on job training, career networking, and resume building in an *international* setting.

Why do an International Internship?

In today's complex world and competitive job market, the decision to do an *international* internship may be one of the most important decisions you make. An international internship provides you with an invaluable opportunity to gain intercultural work experience and boost your resume. You will be part of an experienced team and given the opportunity to enhance your professional skills and future career prospects.

How does CAPA find internship sites?

We carefully read your application, resume and cover letter and match you to our growing lists of participating sites based on your academic background, interests and previous work experience.

AN OVERVIEW OF THE PLACEMENT PROCESS

1. Internships abroad are highly competitive, so it is wise to really invest time into putting together a professional cover letter and resume. *Please refer to the samples in this booklet. Complete your internship application and list your fields of interest. The CAPA Boston office will process your application materials and determine whether or not your cover letter and resume meet basic professional requirements.
2. If your internship application materials do not meet basic professional requirements, you will be contacted by CAPA and advised about improvements that can be made to your materials. You will need to make these changes quickly and re-submit your internship application materials right away. If your application materials meet professional requirements, the CAPA Boston office will send them on to the CAPA Internships Team in London.
3. The Internships Team in London has an extensive network of internship sites and contacts in every industry. Using the information you provided in your internship application, cover letter, and resume, the Internships Team will find prospective internship site placements that match your interest and experience. Due to sheer volume of intern applications that businesses and organizations receive, it

usually takes about 2 months for CAPA to confirm a match with an internship site.

4. You will receive notification of your internship placement approximately 2 weeks prior to the start of your program. If you submit your application materials late, this will delay your placement confirmation. Occasionally there is a saturation of interns from a particular field (theatre for example). If this occurs, CAPA will work hard to confirm your placement as quickly as possible, but confirmation is likely to be delayed. *Please note that while your internship site has been tentatively confirmed, your internship is still contingent upon a successful interview in-country.

5. Once you arrive in London, you will have an orientation specific to interning in London. You will be advised about cultural differences in the workplace, open-mindedness, and etiquette. The CAPA Internships Team will be happy to answer any pending questions you have at this time with regards to working in London, or any specific concerns that you might have about your site.

You will have an in-person interview with your internship supervisor. Your site has only been *tentatively* confirmed at this point, so it is important that you take the interview seriously and prepare in professional manner. Dress appropriately and follow the interview technique guidelines outlined in this handbook.

6. At your interview, your supervisor will give you a better idea about the role that your internship site would like you to take on. You can also use that time as an opportunity to discuss your strengths, any particular interests you have, and what you would like to learn during your internship. The sites usually recognize the internships as a learning opportunity for

students, so may be willing to help you gain experience working on specific projects, but it is *important* to remember that the internship sites have needs of their own and will also require your assistance with routine tasks.

GETTING STARTED: Filling Out the Internship Application

Warning: READ THIS SECTION CAREFULLY

The CAPA application form is designed to give the Internships Team as much information about you as possible. The more detail we have about your experience, interests and aspirations, the more closely we can match you to an appropriate site. How you fill in the form is therefore essential.

Follow this step-by-step guide and you will have the perfect application. Please refer to the sample application following the step-by-step guidelines in this section.

Page One:

Student Information

Fill in **all** your personal details including your age.

NOTE: In the UK, your date of birth is included on all applications, so please fill this in.

NOTE: CAPA frequently will need to contact you about your placement via email please make sure you list your email address you check on a regular basis.

Emergency Contact Information

Please list one emergency contact person that the CAPA staff can contact in case of emergency. Please verify the telephone number with your emergency contact before sending in your application.

Page Two:

School Information

Please fill in all the information pertaining to your university/college in the US. If you require any accommodations for a disability make sure that you check the appropriate box and attach further documentation from your university disability services office.

Course Work

List all courses taken that are **relevant** to your internship areas **by course title**. Do not list courses by course number. Remember to include courses relevant to any of the three areas of interest you have listed. **Do not just concentrate on your first choice.**

Experience

Give as much detail as you can about the kind of experience gained in each position where you have worked. Do not simply list a job title. Use bullet points for each specific duty and skill required in each role. **Where possible, relate your experience to your areas of interest.**

Example:

1. Internship for Any Place Ltd (Marketing Dept)

- Organized a mail shot to prospective company clients
- Created and updated client database
- Made follow up calls

- Participated in business meetings and researched clients and competitors on the internet
- Assisted with day to day administration

2. Publicity Officer for Any Place University Debating Club

- Organized and planned meetings
- Media liaison with University newspaper and television
- Special event planning and co-ordination
- Reporting to committee

3. Cashier Any Place Groceries

- Greeted customers and assisted them with their purchases
- Kept shelves stocked and ensured the store was in a clean and tidy condition
- Opened up on certain occasions and often counted cash and closed store
- Maintained a customer data base

Page Three:

Placement Areas and Types of Work

This is the **MOST IMPORTANT** section of the application form. Your options may be severely limited if you do not fill out each section carefully. You cannot afford to be too vague. This will invariably result in an internship that is only vaguely in your area of interest.

For example:

- 1) *Marketing*
- 2) *Real Estate*
- 3) *Theatre*

This list reflects the choice of someone who hasn't really decided what they want.

If Marketing was your primary area of study, choose which aspect of it most interests you. Then offer some generalized alternatives for your second and third choices. For example:

- 1) *Sports Marketing*
- 2) *Marketing*
- 3) *Public Relations*

Never be overly specific however, as this offers the internships team no scope. For example:

- 1) *Sports Marketing for Queen's Park Rangers Football Club*
- 2) *Sports Marketing for a soccer team*
- 3) *Sports Marketing*

Never quote specific companies as a choice. If you have a particular company in mind, mention it only as a possibility. For example: *Theatre (if possible with the RSC or Gate Theatre)*

Be aware that certain internships are only available to students with experience in the field. Internships within high profile corporate companies, for instance, are extremely competitive and only the top applicants with the most extensive experience will usually be considered.

Internships in creative fields such as journalism, broadcasting, graphic design and theatre, etc., do not guarantee creative input. Creative fields do, however, require you to submit an electronic portfolio containing samples of your work. **If you are applying for internships in any of these fields, please make sure you read the "Realistic Expectations" section of this handbook following the sample application.**

Example:

Placement Areas / Type of Work

Please list your desired areas of work in order of preference. You must list all three areas. Please note that it may be necessary to place you in any of the three areas you list.

1. **Marketing (event planning)**
2. **General Marketing**
3. **Public Relations**

What are your future career plans?

Be as informative as you can, be but be open. If you have no specific aspirations, say so. If you have a very clearly defined career path, let us know that also. The more information we have, the better our match will be. Have reasonable expectations, though. Internships in Australia are very different from what you may have experienced elsewhere, and some steps you may be anxious to take to advance your career may just not be feasible within the internship environment.

Example:

What are your future career plans and how will your internship placement area relate to these plans?

My career plans are to go into the marketing field but I have not yet decided in which direction I want to go beyond that. I find events marketing and planning particularly interesting and would ideally like the opportunity to see how the industry works first hand and also gain an international perspective. I feel that the opportunity to expand my knowledge of the communications field will be beneficial to my career and I would enjoy the chance to explore areas that I have not yet encountered. Public Relations, for instance, is a field I have considered as a possible career option.

What type of duties do you expect?

All realistic expectations will be met by any of our sites. The type of work will vary, however, depending on the site and your particular assignment. Some sites offer team projects, others offer individual projects and still others will offer experience helping out on a day-to-day basis. Some will involve client contact, some may not. If you have a particular preference for the type of work you want to do, let us know and we will do our best to meet your expectations.

Example:

What type of duties do you expect to be given?

I anticipate doing fairly straightforward tasks to begin with in the hope that as I demonstrate my ability I will be given more complex work. Assisting a professional on a specific project would be an ideal way to learn and develop my skills. I would hope that I would be given as wide a variety of experiences as possible although I would of course expect a certain amount of "grunt work."

Additional Information

Tell us everything that may be a selling point, such as: computer skills, languages, academic prizes and particular interests. If you have lived or studied abroad or visited Australia before, it will be of interest to our placement sites.

Example:

Please provide any additional information that will assist us in locating the most appropriate and rewarding placement for you. Include any special skills you may have, i.e. computers, languages, strengths, personal qualities, interests etc. (Use an additional sheet if necessary)

Computer skills

*Microsoft Office
Excel
Access
PowerPoint*

Languages

*French (6 years)
I studied in France for a semester*

Strengths and Skills

*Organized
Reliable
Team Player
Uses Initiative
Trustworthy
Good Problem Solver*

Academic Awards

Dean's List

Interests

Public speaking, tennis, reading, theatre and politics

Political Affiliation

If you are seeking a political placement please be clear if you have any strong beliefs that might affect your placement.

REALISTIC EXPECTATIONS

Now that you have completed your application, re-read it and consider how realistic your expectations are.

The success of your internship is dependent on you! CAPA can provide you with the opportunity to have a really rewarding business and cultural experience, but cannot guarantee that your internship will be perfect. If you arrive with unrealistic expectations you will almost certainly be disappointed. **In certain areas opportunity is limited.**

Theatre interns are never going to act; broadcasting interns are unlikely to have the opportunity to work a camera. Finance majors will probably not be placed at major name-brand companies unless they have an exceptionally strong background and **previous experience**. There are limitations also on legal, medical and creative internships as well as in counseling. Keep an open mind in order to get the most out of your internship experience. Competition for all placements is stiff and CAPA operates on a strictly first come, first served basis.

HOW TO CREATE A COVER LETTER

A good cover letter is an important part of the internship application process. Your cover letter may make the difference between obtaining an internship interview and having your resume overlooked, so it makes good sense to devote the necessary time and effort to writing an effective cover letter. A cover letter should complement, not duplicate your resume. Its purpose is to interpret the data-oriented, factual resume and add a personal touch creating a critical first impression. Below is a step-by-step guide to writing a cover letter designed to help simplify what can sometimes seem a daunting task.

1. Start with your name in bold, 12-16pt font. Include your e-mail address under your name (11-12 pt font). This **exact** same heading, (including the same font, text size, spacing, underline, etc) should appear at the top of your resume.
2. Place your college address on the right of the paper and your permanent address on the left.
3. Use 11-12 pt font for the body of your document.

4. Begin the letter 'To whom it may concern'
5. The first paragraph should state what you are studying including your major, minor, and any concentrations, and give some indication of the type of internship you want. **Do not be too specific here and never mention the name of a specific company**, instead generally state what you are looking for. *Being too specific can greatly limit your possibilities and could cause you to miss out on a great internship.*
6. The second paragraph should give your reasons for wanting to do an internship in the fields you have listed on your application and why specifically in the country in which you will be interning.
7. The third paragraph should focus on your strengths. Any relevant academic experience and relevant work/internship experience should be covered, as well as any personal qualities you feel will be an asset to your placement.
8. Finish off with a short sentence thanking the reader for their consideration and time.
9. Be sure to proofread carefully for grammar and content. Also use spell check!
10. It is also good idea to meet with a professional development counselor on campus, who can assist you in this process.

Sample Cover Letter:

Suzie Sanchez

suzie@university.com

Permanent
Street
City, State, ZIP

University Address
Street
City, State, ZIP

To whom it may concern:

I am a senior at the university name studying for my Bachelor or Arts/Science in Anthropology with a concentration in Museum Administration, Archives, and Historic Preservation. I am excited about the prospect of completing an internship in London where I can learn more about the history of the UK and gain experience in a museum, historical site or an organization dedicated to the preservation of old buildings.

Having visited London in the past, I realize that it is one of the historical and cultural centers of the world with some of the finest museums and best-preserved monuments. I would like to learn as much as I possibly can about this field and to participate wherever possible. Whether it is in an exhibit design, collection storage, artifact acquisition or specific aspects of preservation, I am sure it will be beneficial to my studies and further my career aspirations in the field of museum administration. The opportunity just to interact with professionals from another culture alone would be of profound benefit and interest, as the world of museum administration has now become such an international field.

As you can see from my resume, I have already acquired a great deal of experience from my academic studies. My courses include the Principles of Anthropology, Archive Administration and Historic Preservation Planning. I also gained invaluable experience interning last summer with the U.S. Historical Site, where I helped with visitor inquiries, assisted with exhibitions and helped produce information sheets. You would find me a dedicated, enthusiastic and hardworking individual determined to gain as much as possible from my internship experience.

I thank you for your time and consideration and look forward to hearing from you in the future.

Sincerely,

Suzie Sanchez

HOW TO CREATE A RESUME

A resume is a summary of your education, skills, accomplishments and experience that a potential internship site will use to help gauge whether or not you are fit for a particular position. Following are some guidelines on how to create a resume to accompany your internship application, and a sample for your reference. It is not necessarily the only approach, but has proven to be the most effective in CAPA's experience with our placement sites.

- **Resume Length:** Your resume should be no longer than one page in length. Include relevant and important accomplishments, but do it in as few words as possible. A vigorous, concise resume will be examined more carefully than a long winded one. Graphics are a distraction so avoid using them.
- **Paper:** CAPA keeps all the original documents and faxes or posts photocopies to our sites. Do not worry about purchasing expensive paper but make sure the paper is of a standard 8 1/2 by 11 size.
- **Font:** Use a standard font such as Times New Roman, Arial, or Courier no smaller than 10pt, and no larger than 14 pt.
- **Bullet Points:** These make lists easier to read and give your resume a sense of cohesion.
- **Be Positive:** If you achieved something, say so, but don't exaggerate to the point of misrepresentation.
- **Proofread:** Proofread all documentation. It is often helpful to have a second set of eyes review your work.
- **Be Consistent:** Ensure the layout, punctuation etc. is consistent throughout. For example: if you put a period at the end of a bullet point, ensure you put one at the end of all bullet points.

Step-by-Step Guide to Creating a Resume

1. Start with your name in **bold** in the center of the page. Use the exact same heading on your cover letter.
2. Place your college address on the left and your permanent address on the right. Include your telephone numbers and e-mail address.
3. For the first heading, list your education including your major and any minors as well as your GPA.
4. List any courses you have taken that are relevant to the internship subject you wish to pursue.
5. List any leadership positions, clubs, and awards you have received

IMPORTANT NOTE: In the UK, affiliation with sororities and fraternities can be viewed negatively. It is also important to know that in the UK, faith is viewed as an intensely private matter. Britons do not make reference to it in job applications. You may want to take these cultural differences into consideration when writing your resume.

6. List your work experience in reverse chronological order, listing most recent positions first. Be sure to include the dates of employment.
7. List any languages you speak other than English as well as your competency level.
8. List all of your skills and interests including computer software experience.

(Sample Resume) Suzie Sanchez

suzie@university.edu

Permanent Address

Street
City, State, ZIP

University Address

Street
City, State, ZIP

EDUCATION

Any University, USA

September 2005 – Present

- Bachelor of Arts in Anthropology
- Concentration in Museum Administration, Archives and Historic Preservation
- GPA 3.65

Relevant Course Work

- Principles of Anthropology
- Archive Administration
- Historic Preservation Planning

LEADERSHIP AND AWARDS

National Society of Collegiate Scholars

Members of this organization recognize the academic achievement of university students, and encourage its members to engage in activities directed towards serving the community.

Community Service Scholarship and Award

Received the Community Service Scholarship and Award for outstanding public service, 2006.

WORK EXPERIENCE

College Planned Giving Telethon, Anywhere, USA

September 2005– present

Phone Consultant

- Solicited donations from university alumni
- Met preset call volume goals
- Developed excellent customer service skills

The U.S. Historical Site, Anywhere, USA

June–August 2007

Summer Intern

- Assisted with exhibitions
- Produced helpful information sheets
- Answered visitor inquiries

Adventure Learning Center, Anywhere, USA

June–August 2006

Teacher's Assistant

- Created a safe and fun learning environment for children between the ages of 3-4 years old
- Implemented indoor and outdoor activities and educational lessons
- Demonstrated patience and understanding while caring for children

SKILLS AND INTEREST

- **Languages:** Proficient in Spanish, Beginner French
- **Computer Skills:** Proficient in Microsoft Word, PowerPoint and Excel
- **Special Interests:** Theatre, Running, Research

IMPORTANT PAPERWORK

With all that you need to pack for your semester abroad, there are important papers that you will need for your internship that you will not want to leave at home.

- 1- **This handbook.** This book will be your best friend during your internship experience, acting as your reference guide and your means to organizing and keeping track of your internship experience.
- 2- Copies of your **updated resume**, it is a good idea to email a copy of your resume to yourself and store it on a USB drive.
- 3- **Letters of recommendation.** At your interview your potential supervisor may request references from a previous employer, so having a good recommendation handy is a good idea.
- 4- **A police check.** You must attach a police check to your internship application. It is also wise to make a copy of your police check and all other paperwork you submit with your internship application. Visit your on-campus police or local police station in your town. Explain that you are required to submit a background check in order to participate in an internship abroad. The process varies between police stations, but often times you will be required to present yourself in person and pay a modest fee to have this police check performed (\$5-\$20), while in other locations this is done free of charge.
- 5- **A portfolio** containing writing samples, graphic designs, artwork, photography, fashion designs, theatre productions, or anything else that could represent past

work experience you may have. This is always good to bring to an interview or to have on hand for networking purposes.

INTERNSHIP AGREEMENT

The internship agreement is a critical part of your completed internship application packet. It is included along with your internship application, and must be signed and returned along with your application. Here is a sample copy of the Internship Agreement for your reference.

INTERNSHIP AGREEMENT

1. Internships are **non-paying**.
2. You should be aware that while we try to secure a placement within an area you specify, there is no guarantee that we can find a placement that exactly meets your expectations and you may be placed in an alternate, but related area.
3. Your placement is expected to provide a site supervisor, who will serve as your point of contact and advise you on work related issues. It is the intern's responsibility to maximize that opportunity by observing the practices of the workplace and asking pertinent questions.
4. The CAPA Internship Supervisor is there to help you and act as a liaison between yourself and the site. You should feel free to contact the CAPA Supervisor for advice and assistance during office hours. An appointment should be made when a meeting is required.

5. You will be required to commit to a minimum number of hours as stipulated by your program. This will be reconfirmed at the internship orientation in the UK.
6. Completion and return, to the CAPA internship staff, of the 'Internship Interview Feedback Form' is mandatory.
7. Internships hours do not include traveling time. Expect to spend **at least** an hour commuting.
8. An intern is expected to demonstrate an acceptable degree of competence and initiative before being given more meaningful tasks.
9. If issues arise it is the intern's responsibility to initiate dialogue with their site supervisor and inform CAPA internship staff.
10. It is your site supervisor's prerogative to make changes to your duties and assign you other tasks.
11. Interns are expected to maintain acceptable standards of dress, behavior, and respect in interaction with colleagues, supervisors and managers.
12. Interns must follow all conditions of employment at their internship site.
13. You are required to inform your supervisor at your internship site of any planned or unplanned absences or tardiness. Missed hours must be made up.
14. At the beginning of every program there is a compulsory internship orientation.
15. Interns must attend their interview at the stated time.
16. **Sites retain the right to refuse an intern on the basis of their interview.** There will be no refund in this instance. CAPA will provide a second placement opportunity.
17. In the event of an internship being terminated the Internship Supervisor will assess the individual situation and act accordingly. There will be no refunds. An alternative site will be provided only if the circumstance is deemed appropriate.
18. The CAPA Internship Supervisor has the right to terminate an internship at any time there is evidence or communication from the internship site that the student has failed to meet his or her basic responsibilities. The decision is final and may not be appealed. Under such circumstances the student will be removed from the CAPA program. There will be no refund.

I have read the above conditions and agree to abide by them.

Intern _____ Date ____/____/____

Internship Supervisor _____ Date ____/____/____

THE LONDON INTERNSHIP EXPERIENCE

UPON ARRIVAL IN LONDON

Upon arrival at the CAPA London Center you will be greeted by the CAPA staff and introduced to life and work in London at your orientation sessions. The Internships Team will be happy to address any questions or concerns that you may have. They will also advise you about how to effectively prepare for a professional interview in London. Remember that your placement is only tentatively confirmed before your interview. Your in-person interview will be scheduled for you in the day or week following your orientation session.

You may find your first few days in-country to be a little overwhelming as you acclimatize yourself to your host country and your new routine. Although the UK may at first appear similar to the United States, in many ways things are done differently. Remember, you are the guest and adapting to change will help to improve your career prospects. Patience and appreciation of cultural differences are key requirements, particularly during the first two weeks of your internship, as your site gets to know you and your work.

We want you to have a satisfying and successful internship and will do everything we can to facilitate this. In return, we know that you will have realistic expectations and a positive attitude. It is important that you are flexible and it is imperative that you communicate on a regular basis with us as well as with your site supervisor. You only get out of your internship what you are willing to put into it. Have a wonderful term and make it the best experience of your life!

INTERVIEW TECHNIQUE

Preparation is key.

Research your site in advance: its history, its products or services, its size, geographical location and its competitors. Try to anticipate some of the questions you may be asked in the interview and work out the best answers. Decide on your strengths and weaknesses and determine how you are going to express them as positively as possible.

Always be on time.

Avoid arriving late and getting flustered, but be wary of arriving too early and getting overanxious.

First impressions make all the difference.

Be smartly dressed, but feel comfortable in what you are wearing. When you meet your interviewer establish eye contact, smile and give a firm handshake. Try to demonstrate confidence and enthusiasm, but avoid sounding arrogant.

Sell yourself.

Speak clearly and sit in a relaxed but alert position. Leaning slightly towards your interviewer demonstrates interest in what they are saying. Avoid speaking too slowly, as this sounds dozy or too quickly as this sounds neurotic. Avoid “waffling” or repeating yourself, and try to answer each part of a question. Use any research you have done in the interview. Be wary of one-word answers: they do not come across well.

Don't let your body language let you down.

Try to mirror the interviewer's body language. Adopt a similar posture to theirs. This helps build up a rapport and should make them more responsive to you. Try to match your interviewer's demeanor. If serious, be formal and

professional, if relaxed and humorous, be the same. It is advisable not to chew gum at the interview.

Some good advice:

We recommend that you seek out your internship site before the day of your interview. London can be quite confusing to figure out, and since you are not yet familiar with it, take the time to learn how to get to your site and time how long your commute will be. Purchasing an A-Z map book of London is often a good idea and it is the best way to navigate your way through this very large city.

WHAT TO WEAR TO YOUR INTERNSHIP

Although dress codes are generally becoming more relaxed in London, there are still expected standards of dress to follow in certain sectors. It is wise to observe the dress code that your co-workers and supervisors follow and be sure to mimic it appropriately. Your placement confirmation will list the dress code expected at your internship site. The following are very general guidelines to business dress in the UK, from formal attire to more casual.

Business Smart:

Generally, this standard of dress applies to the more formal professional fields. Dressing in a business suit (plain gray, black or dark blue), shirt (and tie for men) is the usual attire on a daily basis. Some companies will stipulate a white shirt. Shirts and blouses should always be pressed. For females, a formal suit or skirt suit is best.

Fields included but not limited to:

Financial industry, banking, insurance, law, or business management.

Business Casual:

Men are still required to dress in suit and tie, but these may be patterned and more colorful. Women's attire can be slightly less formal also, but still very professional.

Fields included but not limited to:

Media presentations, recruitment, financial services, all business meetings.

Smart Casual:

This is usually a jacket and slacks. A tie may be required or a collared shirt may suffice. In colder weather a smart sweater may be worn. Sandals or sneakers are not acceptable. For women: Dress pants, a conservative blouse, sweater, or nice shirt.

Fields included but not limited to:

Advertising, public relations, marketing, recruitment, publishing, fashion, education, and hospitals.

Casual:

Dress-down days are now quite common in the UK and for most people Fridays in the office will be more casual. The expected standard of dress, however, can vary greatly from place to place. As a general rule, jeans should be of a smart appearance (not ripped or dirty), as should your top. Many companies prefer you to wear long sleeve tops rather than T-shirts.

Fields included but not limited to:

Music, theatre arts, broadcasting, or academic research

PERSPECTIVES ON EXPERIENTIAL LEARNING ABROAD (PELA)

Internship students are required to participate in a seminar series entitled “Perspectives on Experiential Learning Abroad.” Faculty act as internship mentors to ensure that participants have academic guidance during their internships. The first session will be a two-hour Intern Orientation followed by weekly sessions of one hour each.

The objective of this course is to increase each students’ awareness and understanding of the culture, the people, and the work environment in which they are interning.

Handouts, role-plays, and discussions will be used to help each student reflect on their individual internship experience.

WORKING IN LONDON

Your working experience in London will be as diverse as the city itself. For a start, London isn’t just one city but many cities, towns and villages that over a two thousand year period have been swallowed up by the huge metropolis that is Greater London (GL). The city covers an area of over 650 square miles, (which is slightly more than half the size of Rhode Island State) and, from east to west, extends for over 45 miles. Each part of GL is as different and culturally contrasting as its possible to be. Here are just some of the areas where you may find yourself interning.

The City of London

Corporate Finance, Insurance, Banking

This is the original London founded by the Romans on the banks of the river Thames. Also known as the square mile (it’s actually 1.2 square miles, but who’s quibbling?) and more

usually and confusingly just as the City. At the heart of GL, it is the center of world finance (yes, even New York is a baby brother by comparison) and as a result is a dramatic architectural mix of ancient and modern. Giant glass high rises sit beside medieval halls and churches, dwarfing the grandeur of Georgian buildings like the stock exchange and Victorian oddities like Leadenhall Market in a maze of little streets and passageways. Dress here is businesslike: conservative suits and smart appearance at all times (dress-down days do happen but they are by no means commonplace). Perhaps the most surprising fact about the City is that it only has 4,000 residents. The other millions that work there each day commute in from elsewhere and, as a result, by 8 o’clock it is a ghost town. The bars and restaurants all close down and the once crowded streets are deserted. For any city thrill seekers needing entertainment later than that, a trip “up West” is called for.

Soho

Public Relations, Advertising, Broadcasting, Fashion, Retail
Soho is the geographical and spiritual heart of central London. For most people, a trip “Up West” invariably means a visit to Soho’s many cafes, restaurants and bars. It offers shopping, clubbing, huge cinemas, top theatres and museums all within a short walk. It has been the haunt of the city’s more Bohemian inhabitants for centuries and consequently has a reputation for tolerance, which is reflected in the adult shops, and gay establishments that proliferate around Old Compton Street and Dean Street. On Charing Cross road you will find the biggest concentration of bookshops anywhere in the capital, while Chinatown offers superb cuisine at a reasonable price in an authentic atmosphere. Inevitably it is the media industries, broadcasting, PR, advertising, publishing, fashion, etc., that

have made Soho their home. Dress is relaxed, ranging from smart casual to casual.

Kensington & Notting Hill

Museums, Hotel Industry, Fringe Theatre, Academic Research, Medicine, Retail

Kensington is one of most affluent areas of London and is characterized by grand nineteenth century town houses and tiny terraces of mews cottages. Much sought after and as a result, extremely expensive, the area developed following the building in the 1850's of the various museums for which the area is still best known. As it is within easy reach of central London and en route from Heathrow Airport it is a popular base for tourists and boasts numerous hotels. Consequently, the population at any one time is probably as culturally diverse as any place on the planet. Kensington High Street is a popular shopping street noted for its market while Notting Hill, Kensington's slightly down-market neighbor, boasts Portobello Road Antiques Market and, of course, the largest Street Carnival outside Rio. As there is comparatively very little office-based work in the area, dress code tends to be practical.

Croydon

Finance, Insurance, Banking

Those of you who find yourself interning in Croydon will have a very different experience to those interning in the center of London. Croydon isn't officially part of London but is a town in its own right. In fact, with a population of over 333,000 people, it is the largest town in Europe. Its history dates back to Anglo-Saxon times, but very little remains of its medieval past. Following German bombing raids during the Second World War, most of the center of the town was destroyed and redevelopment has resulted in a modern commercial center attracting brand name companies. With excellent

communications and cheaper office space, a substantial number of American, British and European Corporations find Croydon an excellent site for their corporate headquarters. As with the City, dress is business formal.

Holborn & Clerkenwell

Legal Firms, Photography, Music Management, Publishing, Engineering, Charities

Holborn has been at the center of the legal world since the thirteenth century, and wandering around the spectacular Inns of Court, it is impossible to miss the sense of history that the area conjures. The Public Records Office and the High Court are outstanding examples of neo-gothic architecture but everywhere you look, in all the many alleyways and passages, there is a delight to be found. To the north of Holborn is Clerkenwell, the latest part of London to be gentrified but still maintaining much of its distinctive charm. Until recently, it had been the home to small craftsmen such as watchmakers and ironmongers, but now galleries, photographic studios and swanky restaurants have replaced them. If you are working for a legal firm, the dress code is business formal but for the trendier occupations smart casual will be the order of the day.

Covent Garden

Museums, Publishing, Advertising, Retail, Theater, Graphic Design, Legal Firms

Covent Garden started life in the early 1600's as one of London's swankiest neighborhoods. The graceful Palladian arches designed by Inigo Jones were an instant hit, attracting a rich and aristocratic clientele. Over the years, however, with the arrival of a fruit and vegetable market, theatres and coffee houses, the area declined into the haunt of prostitutes, bawds and gamblers. Nowadays, although the theatres and coffee bars are still happily with us, the rest has gone. The

market has switched from “fruit and veg” to novelty craft fare, and it is tourists that now crowd the Piazza and its cobbled streets. With museums, chic boutiques, cafes and London’s best buskers and street entertainers, the square has once again become one of the city’s top attractions, encouraging media industries (particularly publishing) to open offices above its busy shops. As with Soho, the dress code is relaxed, ranging from smart casual to casual, although solicitors would expect their staff to be formally dressed.

Whitehall & Westminster

Political Parties, International Affairs, Political Science, Art Galleries, Charities

This is the political heartland of London and embraces some of the capital’s most famous landmarks. The Houses of Parliament, Big Ben, Buckingham Palace and Nelson’s Column are all located here. Traditionally, the imposingly bland facades of the buildings around Whitehall are the preserve of the civil servants whilst Westminster is the home of the politicians. Most of the main political parties have their headquarters in the area (Labor moved a stone’s throw away over the river in the 1970’s), as do the metropolitan police force (New Scotland Yard) the Church (Westminster Abbey,) and a number of trade unions. Elsewhere in the side streets are located pressure groups, think tanks, embassies, international organizations and prominent charitable institutions. Depending on your circumstances, dress code in this field varies wildly, from formal business suit to casual.

CONVERSATION IN THE WORKPLACE

Office chat – what are they all talking about?

So you have arrived at your site and are just beginning to settle in. You know where the coffee is, who your colleagues are and where the local sandwich shop is. What you need to

know now is what on earth they are all talking about. Here are a few tips to the most talked about issues in a British office.

Sport

The British love their sport. They will talk about it endlessly, particularly if we do badly at something. Here are the main topics: International Soccer, Domestic Soccer, Cricket, Rugby, and Snooker/Bowls/Darts.

Television

British Television used to produce some of the best TV in the world. This is sadly no longer true and you are just as likely to hear people moaning about how bad something was as you are to hear that something was good. The perennial conversation pieces are about Popular American shows, British Soaps, Australian Soaps, and Makeover programs.

Transport

This one’s a sure-fire winner. The vagaries of London Transport are so many and multitudinous that it’s almost inevitable that on any given day somebody in the office had a hard time getting to work. This is a country where a few stray leaves on a track can bring the whole rail network grinding to a halt; imagine what an inch of snow can do.

The Weather

Yes, it’s true; the British do talk about the weather all the time. This is because it is constantly changing. This is the country where it can rain, snow, blow a gale, hail, have thunder and lightning and be gloriously sunny all in one afternoon. Whatever the weather outside, you can guarantee people inside will be complaining about it.

QUICK LESSONS IN ...

While the British are a fairly easy-going bunch and are very tolerant of foreigners in general, one or two things can get their backs up. For an incident free internship, here are a few pointers about what is and isn't appropriate in front of the locals.

Geography

The correct name of the country is The United Kingdom of Great Britain and Northern Ireland. Admittedly, this a bit of a mouthful for everyday use, and Great Britain, Britain, the UK or even the United Kingdom are all acceptable alternatives. Don't, however, make the mistake of using England or the English when referring to the Island and its inhabitants. England is only a constituent part of the UK and to the Welsh, the Irish and the Scots, being referred to as English is one of the worst insults you could throw at them.

Vocabulary

An awful lot of British place names are unpronounceable. This is a simple fact that seems to be obvious to everyone but the British themselves and for some strange reason they can get highly irritated by a simple mispronunciation. So, to avoid heavy sighs and patient frowns, here are some of the names you are most likely to encounter with their phonetic spellings:

Leicester Square <i>Square</i>	<i>Les-ta</i>
The Thames <i>Tems</i>	<i>The</i>
Gloucester Road <i>Road</i>	<i>Glos-ta</i>

Warwick Road <i>Road</i>	<i>Wor-ik</i>
Grosvenor Square <i>na Square</i>	<i>Grove-</i>
Berkley Square <i>lee Square</i>	<i>Bark-</i>

History

The Brits and the Americans tend to have the same take on most things historical but not always. Take 1776 for instance: to the Brits it's no big deal. As a nation that once ruled a quarter of the globe, the loss of a few colonies here and there is fairly unimportant. So if you fancy some good-natured jibes about the American Revolution at the expense of your British cousins, don't be surprised if you get a few blank stares. Over here, no one cares and besides, the Brits call it The American War of Independence. The first and second world wars, on the other hand, are a very different matter. As far as the Brits are concerned, they stoically held the fort while America dithered, and any attempt to suggest that the Yanks saved the Brits' bacon not once, but twice will be very hotly disputed.

Religion

Britain is not an openly religious nation. For most Brits, religious affiliation is regarded as an intensely private matter and evangelizing is most definitely frowned upon.

A (SLIGHTLY) IRREVERENT GUIDE TO THE BRITISH AT WORK

Language

George Bernard Shaw probably said it best: America and Britain are two nations divided by a common language. You may think you understand what we are saying, but don't bet on it. The unwary American negotiating the nuances of Brit-speak in the workplace is treading a minefield of innuendo, double entendre, sarcasm and irony.

The British use language in a different way to your average American. Not only do they use entirely different words for things and totally different expressions (see the section on office lingo), they also employ subtle variations of emphasis and delivery to make an apparently innocuous comment humorous or patronizing, or on occasion downright rude. For a visitor newly arrived in the country, this use of the put-down can be a little daunting. Cutting remarks and humorous asides made by your colleagues may go right over your head for the first few weeks. Don't worry, though - as with any new language, prolonged exposure will eventually mean you will begin to pick your way through the language mine-field and, who knows, maybe make a few of your own.

IMPORTANT NOTE: The confidence to chat with your colleagues may have unfortunate side effects. While you might be well on top of the irony thing and giving as good as you get in the sarcasm stakes, there are certain expressions that have unfortunate and rather embarrassing meanings over here.

It is almost inevitable that at least once you will convulse the office with an unfortunate turn of phrase that at home is

completely innocent but over here is just vulgar. Just as you might be surprised if a Brit in the States announced, "I'm going outside to have a fag" (I am going outside to have a smoke), so they will laugh if you announce something along the same lines. As a general rule the British have a great fondness for vulgarity and will take every opportunity to have a snigger, so if you should unintentionally say something unfortunate, just laugh along with them and make a note of what not to say next time.

British Reserve

For the first couple of days you probably won't hear a word spoken anyway. As you confidently stride through the office bestowing early morning peppy greetings upon all and sundry, don't be alarmed if all you get in return are monosyllabic grunts. This is a very British thing (particularly with Londoners) and translates as:

"Hi, welcome to the company, I really hope you have a good time. We are really friendly here, but not for the first week because we are also very shy and besides, it's not very British to be over-enthusiastic about anything...except sport, that is."

They will mellow out, but it takes the Brits time to overcome that famous reserve of theirs. Catch them in the pub on a Friday after work and you won't recognize Michael and Beau from Marketing or Anne and Nancy from Management as the same people.

The Pub

In most companies, the pub on Friday is practically a ritual. It's a time to unwind, loosen up, mull over the week's business and generally chill. It's a place where the management and staff can chat on (almost) equal terms and

get to know each other socially. As much constructive communication can take place over a pint after work as in the office, and it is certainly an excellent opportunity to gain valuable business and cultural insights.

Reading & Current Affairs

By American standards, the British read lots (lots and lots), and by British standards Londoners read even more. Take the tube in the rush hour and you can almost guarantee that anyone seen either talking and/or not reading something is a visitor. Almost everyone in the UK reads some sort of newspaper. These range from quality “broadsheets” to sensationalist “tabloids”. Different papers generally have varied political stances and generally, the news they carry tends to have more of an international emphasis than many US newspapers. As a result, the British are likely to engage often in conversations about international affairs.

As an American, your alternative take on any given subject will be of genuine interest to your colleagues and so to avoid looking ill-informed it is a good idea to acquaint yourself with the news of the day. The cheapest way to do this is to pick up a copy of “Metro” at the tube station in the morning. This is a free newspaper that nicely summarizes the main domestic and international news with special offers on events in and round London, reviews and information. It’s a light read and can be finished in one twenty-minute tube journey.

Getting to Work

Londoners moan about two things above all else: the weather, because it is generally lousy, unpredictable and can ruin your day, and the Tube, because it is generally lousy, unpredictable and can ruin your day. The Tube is the oldest underground railway system in the world, with bits dating back to the days of steam, and it shows. It is over-extended,

over-crowded and under funded. There is nothing quite so unpleasant as getting intimately acquainted with somebody else’s armpit 600 feet underground, on a crowded carriage, at the height of the summer heat wave. You have been warned!

There are alternatives, however: some planning ahead might make it possible to go to work by bus. This mode of transport is still slow (the average speed of rush hour traffic in London is about 5 miles per hour), but it is above ground and affords you ample opportunity to see the city. To certain sites, it is also possible to take the overland train: cleaner, more comfortable and faster than the tube, unfortunately it is only really applicable to those people working in Croydon. Finally, of course, there is walking: cleaner, environmentally friendly, the best way to see London, and good exercise. If your site is within a reasonable distance this mode of transport comes highly recommended. However, if you really have no other option than using the tube, one last piece of advice: *Don’t forget to stand on the right on the escalators. Failure to do so really irritates the natives.*

The London A-Z

Whatever mode of transport you decide to use, be it for business or pleasure, a copy of the London A-Z is an absolute essential. It covers the whole of London, listing all streets and is available at all bookshops and most corner shops for approximately £8.

Space

By US standards most things in Britain are smaller. The cars they drive, the food portions they eat and the houses they live in all appear tiny to most Americans. The same is true of office space. Property rental in central London is exorbitant and consequently space has to be managed very carefully. While most offices in the City are purpose-built, elsewhere

the majority are converted town houses, which means they are not necessarily the right design for a modern office. Everything is usually cramped with desks piled high and shelves overflowing. Don't assume however, that this is indicative of inefficiency. It's usually the reverse; precisely because they are so limited they have to be doubly careful with the space they've got. Lack of space is the primary reason many London firms feel they can't take an intern.

The British attitude to work

Although it very much depends on the type of company you have joined, most interns find the British attitude to work much more relaxed than that of their American counterparts. While you may find in the States that office hours and break times tend to be more structured, in Britain they like to take things a little easier, finding time for a chat and a cup of tea (an office essential) and perhaps working later. The job gets done either way, but we like to think our days are just a little less stressful.

Profanity

Many American students are often surprised by British attitudes to swearing. It's a gross generalization, but as a rule swearing in the workplace is more common and somewhat more acceptable. While it isn't necessarily encouraged, no one tends to take particular offence. There are always exceptions, however, so don't arrive at your site "effing and blinding" (as the British say).

The Telephone

It pays to know that telephones are not cheap in the UK. Even a local call costs money, so be aware when you use the phone. Eight o'clock in the morning until one in the afternoon is the peak rate time when calls are at their most expensive, and then the price drops in the afternoon until six o'clock,

when cheap rate calls can be made. Your company may have a policy detailing when certain calls can be made or when you can surf the net, so check in advance.

National Holidays (Bank Holidays)

Many public holidays in Britain are known as bank holidays so called because these are the days on which banks are legally closed. Most fall on a Monday.

January 1

Good Friday

Easter Monday

May (First Monday in May – Bank Holiday)

Late May (Last Monday in May – Bank Holiday)

August (Last Monday in August – Bank Holiday)

December 25 – Christmas Day

December 26 – Boxing Day

MAKING THE MOST OF YOUR EXPERIENCE

Please read this section carefully. It will ensure you have as a rewarding internship as possible.

Your internship should be viewed as a way to submerge yourself in British culture and to gain a better understanding of the British workplace. Internships in the UK are approached quite differently from those in the US, and this cultural and social exposure should be at the forefront of your mind as you embark on this new experience.

An internship in London is much more than a résumé-builder. Swallowing your pride and winning the respect of your co-workers and your site supervisor is your greatest immediate challenge. Please remember that one academic term in

London is a very short time, so take full advantage of every minute.

You must demonstrate the ability to use your **initiative** and show that you are a **competent** worker before you will be issued with real responsibilities. If you do not demonstrate that you are a capable worker, you may spend the internship being a “gofer” or doing “grunt work.”

Below are some recommendations and suggestions to help you make the most of your internship.

- 1) **Be patient and flexible.**
- 2) **Confront and discard your expectations.** Your expectations about the internship may bear little resemblance to reality of the office culture you are entering. Focus on reality and try to discard any misguided preconceptions as soon as possible.
- 3) **Observation is the key.** Keep your eyes and ears open. Gain an insight into British culture by observing how your colleagues interact and how work is approached.
- 4) **Research your internship site.** Show that you are motivated to learn in your position as an intern. Ask, “what?,” “why?,” “how?,” “when?” If told, “I’m too busy to explain to you,” ask if you can watch. Later describe the process as you saw it and ask if you got it right.
- 5) **Talk with your colleagues.** Discuss the internship site; their role within the organization, how you may

assist them, your goals for the internship experience and future career aims.

- 6) **Do not judge everything by your own standards.** Most people are conditioned to think that their way of doing things is the best way. Try to overcome your biases and accept that there is more than one way of approaching any given task and multiple ways to achieve success.
- 7) **Be professional, dedicated and conscientious.** Arrive on time and inform your site beforehand if you are going to be late.
- 8) **Be independent and responsible.** Unlike in the classroom, once you take on a responsibility you will be on your own. The consequences of irresponsibility are far greater than they would be in class and your negligence could cost the organization time, clients or profits.
- 9) **Reflect thoughtfully on your experience.** Make regular journal and achievement log entries.
- 10) **Communication is essential.** Remember to keep in contact with the CAPA Internship Team and your site supervisor. Do not let problems build up. They can often be solved, if nipped in the bud and dealt with in good time.
- 11) **Remember that you are a guest.** You have been given the opportunity to help the site meet its professional goals. Do not expect to “take over” and become indispensable to your site.

- 12) **Always follow up on a task.** Ask if you met the regular standards for the task. Did you complete the task as planned? If not, why? What were the differences in perception?
- 13) **Be creatively assertive.** If necessary, clarify your role with your supervisor. Ask to become involved in areas of the organization that interest you. Contribute to proceedings without being asked. Demonstrate your true worth. Don't wait to be told everything and don't allow yourself to start thinking "There is nothing I can do."
- 14) **Try to look at the overall picture.** The internship experience lasts up to 15 weeks. Look beyond the moment and try to appreciate the whole picture. After all, when you look back on your internship, it is the overall picture that will stay with you and not your daily tasks.

TWO COUNTRIES DIVIDED BY A COMMON LANGUAGE

UK

US

A

Accident and Emergency (A&E)
Aerial
American Football
Anorak
Aubergine
Autumn

ER
Antenna
Football
Raincoat
Eggplant
Fall

B

Bank Holiday
Bill
Bin
Bin Liner
Biro
Beeper
Bloke
Bonnet (Car)
Bother (a bit of)
Braces
Brilliant
Bum bag

National Holiday
Check
Trash Can
Garbage Bag
Pen
Beeper
Guy/man
Hood
A Fight
Suspenders
'Cool'
Fanny pack

C

Call Box
Cardigan
Cash Point
Casualty
Cellar
Cheers
Chemist
Cheerio

Pay Phone
Sweater
ATM
ER
Basement
Thank You
Drugstore
Good bye

Chips	French Fries		
Curriculum vitae (CV)	Resume	H	
Coach	Long Distance Bus	Handbag	Purse
Cotton	Thread	Headmaster/Mistress	Principal
Courgette	Zucchini	Hire	Rent/lease
Crisps	Chips	Holiday	Vacation
Current Account	Checking Account	Hoover	Vacuum

D		I	
DIY (Do It Yourself)	Renovating/remodeling	Ice Lolly	Popsicle
Dodgy	Questionable		
Drawing Pin	Tack	J	
Dressing Gown	Robe	Jelly	Jell-O
Dustbin	Trash Can (outside)	Jumper	Sweater

E		K	
Earth (as in electrics)	Ground	Knickers	Women's Underpants
Engaged (as in telephone)	Busy	Knock Up	Wake up
Estate Agent	Realtor		

F		L	
Fag	Cigarette	Ladder (as in pantyhose)	Run
First Floor	Second Floor	Letter Box	Mail Box
Fishfingers	Fishsticks	Loo Roll	Toilet Paper
Flannel	Washcloth/Facecloth	Lift	Elevator
Football	Soccer	Loo	Toilet/Bathroom
Fortnight	A Two-Week Period	M	
Freephone	Toll-Free Number	Maths	Math
Full stop	Period	Mobile	Cellular phone

G		N	
Gas	Natural Gas	National Insurance Number	Social security Number
Gladrags	Best Clothes	Nick	Steal
Grass Up	To Inform On	Nick, The	Prison/Jail
Guv	Boss		

O

OAP (Old Age Pensioner)
Old Bill

Senior Citizen
Police

Surname
Swede
Sweets
Swimming Costume

Last name
Rutabaga
Candy
Bathing Suit

P

Pants
Pavement
Pensioner
Petrol
Pillock
Plaster
Plonker
Post
Post Code
Prat
Primary School
Pritt stick
Public School

Men's Underpants
Sidewalk
Senior Citizen
Gas
Idiot/Moron
Band-Aid
Idiot/Moron
Mail
Zip Code
Idiot/Moron
Elementary School
Glue stick
Private School

T
Takeaway
Tap
Telly
Term (as in school)
Tights
Tip
Tippex
Trainers
Transit
Treacle
Trousers
Tube

Takeout
Faucet
TV
Semester
Pantyhose
Garbage Dump
White Out
Tennis shoes/Sneakers
Delivery Van
Molasses
Pants
Underground/ subway

Q

Queue up

Line up

U

Underline

Underscore

R

Return (As in bus or train ticket)
Reverse Charges
Ring (as in telephone)
Rubber
Row (pronounced like how)
Rubbish

Round-Trip Journey
Collect Call
Call
Eraser
Argument
Garbage/Trash

V**W**

Whinge (pronounced like hinge)

Whine

X-Z

Zed

Z (as in the letter of the alphabet)

S

Sack (as in to lose ones Job)
Selotape
Single (as in bus or train ticket)
Solicitor

Fire
Scotch Tape
One way
Lawyer