

The 2111
An Intern's Survival Guide

Mrs Y:

- Means well.
- Has good days and bad days, try to get people to warn you.
- Wants Pumpkin Seeds when she says sunflower seeds.
- Requires that you keep the kitchen clean.
- Don't stand in her way – don't stand anywhere I would suggest. Sit down or hide in the broom cupboard.
- Does not permit noise from computers.
- Does not like Cologne
- Does not like to be called Ma'am.
- You should put money in the piggybank.
- You should not put anything on her desk
- You should not keep her waiting. She says go, you go.
- Eat what she tells you to eat.
- Her orders are often disguised as offers, suggestions or invitations, they are not – do them.
- If you sneeze it's always allergies or pressure changes; stick strong to your case
- If you don't want Mrs. Young to know about it or be involved in something don't talk about it in front of her; she will make herself involved. Be careful what you joke about.

The Phone:

- Start with "Good morning/afternoon – you have reached the office of Congressman Don Young, how may I help you?"
- The Boss: When he calls put him straight through. If whoever he wants is not her give it to Mike, if Mike is not here: Sara. You will not get this right, there is no way to. He does not introduce himself, should you realize who he is you will find another way to get it wrong. Rise above it.
- Constituents: They call to voice their opinion.
- The A Team: Rick Alcade, Colin Chapman, Randy DeLay, Billy Lee Evans, Jack Ferguson, Mike Henry, Ducan Smith, CJ Zane and Jay Dickey. These people can talk to whomever they want, normally Mike or Sara. Tell them who it is and transfer over unless they say otherwise. I recommend looking up who they are.
- Other Members: Check with Mike and Sara.
- Government people: Check with Mike and Sara.
- Other people: check with a staff member.

The Boss:

- Does not like facial piercings.
- Keep your hands out of your pockets
- Expects you to open doors for him (particularly tricky when he does not specify where he is going, make a guess)
- Should always be referred to as "The Congressman" or "the Chairman"
- Leaves rooms at speed the moment he is done, try to keep up.

The Staff:

- Make it what it is. This is the best office on the Hill. Remember that.
- Ask questions, debate, be provocative. Get involved.

- Like cookies and other sundry baked goods, always offer to grab other people things when you head for food.
- If you're not a Republican don't judge them because they are. Get to know their views and then judge them.

The Letters:

- CapCor is evil. No one really knows how it works, try to get people to show you and take detailed notes. Small things can become big problems.
- What worked before will work again, scavenge old letters for relevant bits.
- One letter goes to people writing pro and con. Include both sides and don't be too committed.
- If all else fails use the 'states rights' argument.
- On random bills a quick position statement and "I'll consider your views if the Bill comes to the floor for a vote" normally does the trick.
- Read the constituent letters; know the issues they are focusing on, get familiar with these issues, especially the ones that are called in often.

General:

- Be on time, if you're going to be late, whatever the reason, call Pam. She's had hangovers too and understands – so long as you let her know. To call Pam you will need the phone number, take her card.
- Chuck is a big Reagan fan.
- Smart casual means no trainers, no ripped jeans, no t-shirts. Everything else is good.
- Be like a sponge and soak everything up, the people in this office exude knowledge and you can learn a heck of a lot from them.
- Go to the speaker's series the House Admin. Committee puts on, you can learn a lot from speakers.
- Take every opportunity to sit in on meetings, hearings, briefings, and anything else.
- Don't leave stuff out. Put it in your drawer.
- If you're being chased by armed police man, don't try to escape into a metro station.