



WISH Intern Guide

Check-in Procedures

Contact WISH office one week prior to arrival to schedule check-in.

Office is open Mon-Fri 9:00am-5:00pm and check-in weekend is between 10am-4pm on the Saturday/Sunday start date of the semester term

Late check-in procedures may be available for those arriving after hours, but you **MUST** contact WISH in advance of this request and cannot check in later than 9:00pm.

WISH Social Media

Visit the [WISH Blog](#)! It has some great tips designed to help you enhance your internship experience. All previous blog articles are archived.

Also follow us on Facebook and Twitter for updated events and opportunities throughout your stay.



Arriving in DC

- **By Plane:**

[National Airport \(DCA\)](#) is the closest airport. There is a metro stop on the Blue/Yellow lines connected to the airport, which you can take to Union Station, which is about a three block walk to the WISH office for check-in. If you think you have too many items with you to handle, then it is just about a 6 mile drive in a taxi from this airport to the WISH office. Typical cost is less than \$25. Or you could use alternative methods of transportation services such as Uber or Lyft.

[Dulles International Airport \(IAD\)](#) is also an option. It is 30 miles west of DC in Northern Virginia. The drive in can take between 40 minutes to an hour. SuperShuttle is a good option instead of a taxi because it is cheaper, but you will be making more stops than just yours. There is a SuperShuttle boarding area on the lower level of the Dulles Airport (<http://www.supershuttle.com/>). Another, perhaps less convenient option is the Washington Flyer Express bus (www.washfly.com). There is also a Silver Line Express bus that takes you to the Silver Line metro which you can take to Metro Center and transfer to the Red Line and take to Union Station.

[Baltimore-Washington International Airport \(BWI\)](#) is 25 miles northeast of DC, about an hour drive from downtown DC. Taxis cost \$50-80 - agree on a price before setting off. There are SuperShuttle buses into Washington every 30 minutes, daily from 6:00am-11:30pm for approximately \$45 one-way. It's cheaper to take the train from BWI Airport, either the frequent peak hour departures of the MARC commuter line (check website for schedules and fares: www.mtmaryland.com) or check the daily Amtrak trains (www.amtrak.com). These services take 35-40 minutes and arrive at Washington's Union Station where taxis are plentiful.

- **By Train:** If you will be coming in on an Amtrak train, the closest station is Union Station which is also a stop on the Metro Red Line. This is again only three blocks from the WISH office for check-in.
- **By Car:** If you are driving in by car, remember you need to go to the WISH office first, check in is very quick so it is much easier to run into the WISH office and check in while someone stays with the car right out front. If you find side street parking be sure to read the signs regarding zoning/length of time allotted to park for free (if applicable).

Note: If you are delayed during your travels, please communicate with the WISH office by **PHONE** (202-548-2720) to determine whether late check-in procedures can be arranged or not. Also make sure you have the address of the WISH location where you will live, as well as the address of the WISH office, just in case you move in when our office is closed.

What to Bring

- **Clothes:** Make sure you bring a wide range of clothing types. Bring your comfiest sweat pants and your most formal suit; you never know when you will need to make a great impression or land that interview!
- **Clothes hangers:** Some student leave behind hangers and some don't; so bring a few with you and then you can always purchase more if needed.
- **Electronic Devices:** You will want to bring your laptop computer and any other electronic devices you may need. All WISH housing provided free WiFi.
- **Bedding:** You will want to bring a full set of linens: pillows, blankets, sheets, and towels.

WISH Maintenance

There are maintenance boards posted at the entrance of some residences for you to write down your requests or you can email fixit@internsdc.com. For any requests involving internet, please call the WISH office or email interns@internsdc.com.

WISH has its own maintenance staff that checks the building's board twice per week.

In case of a Maintenance emergency, each maintenance board has a 24-hour emergency phone number to call.

*Please save this number in your phone.

Mail

All mail must be sent to you placement address.

The WISH Office (307 Mass Avenue NE) **CANNOT** accept packages. Students must have packages sent to their assigned address or a nearby post location for pick up. For example:

UPS Store

611 Pennsylvania Avenue SE
(202) 543-0850

US Post Office

600 Pennsylvania Avenue SE
Between 7th Street SE and 6th Street SE
(202) 523-2174

Fedex Ship Center

208 2nd Street SE, Washington, DC 20003
(202) 543-2710

Fedex Office Print & Ship Center

715 D Street SE
Between 8th Street SE and 7th Street SE
(202) 547-0421

There is also a Post Office in Union Station, in the lower level with the food court.

Estimated Budget Per Week

Metro	\$25
Taxi	\$15
Groceries	\$50-100
Restaurants	\$40
Household Supplies	\$5
Toiletries	\$10



The Metro

There are locations near most of the places you will want to go, and the trains run frequently, particularly at rush hour. In Capitol Hill you will have access to Union Station, which is the Red Line. Capitol South, which is the Orange & Blue Lines. As well as Eastern Market, also on the Orange and Blue Lines. We suggest you download a smart phone app either *Embark* or *ITrans*, these will show metro departure times and a map so you always have one at your finger tips.



Metro Riding Tips

- Keep your card – you need it to exit once you've arrived at your destination!
- Each Metro station has an attendant at the turnstiles who can assist you.
- Remember proper escalator etiquette: stand on the right, walk on the left.
- When a train arrives at the Metro station, stand to either side of the doors to allow passengers to exit before you board.
- Do not eat, drink, smoke or litter on any Metro vehicles to avoid citations and fines.
- Metro doors are not like elevator doors – they will not open if you try to stop them. Do not try to force open closing doors.
- Metro Stations have multiple exits and using the wrong one can leave you multiple blocks further from your destination. Be sure to know which exit you're looking for and consult the posted signs in the station to know which direction to take.
- Do not be an easy target for theft on the metro, keep all your belongings in one bag closed the whole time you are riding, your Metro card is replaceable so put in on a lanyard or keep in you pocket but there is no need to fumble around with your wallet trying to find your card at the turnstile. Have your card and only your card out and ready to go.
- Most theft on Metro occurs when doors are closing and involves cell phones and other electronic devices. Do not use these on Metro and keep them in your pocket or bag.
- Consider purchasing a SmarTrip Card! SmarTrip is a permanent, rechargeable fare card. It's plastic, like a credit card, and is embedded with a special computer chip that keeps track of the value of the card. SmarTrip cards may be purchased at any Metro station or at CVS for \$10.
- Consult the WMATA website and app to receive up to the minute reports on train delays.
www.wmata.com.
- You can also sign up for transportation, utility and weather alerts at dc.gov.com these are emails and/or texts that will alert you to delays, outages and emergencies.

Practice! Navigating DC at rush hour can be challenging for even the seasoned traveler. Be sure to practice your route to work before your first day so you're comfortable and prepared.

Grocery Stores

Throughout Capitol Hill there are multiple smaller independent corner stores, which are great for something quick; however they are slightly more expensive than the more commercial stores. Here are a few other options, many of which deliver:

[Eastern Market](#)

225 7th Street SE,

*This is a 19-century farmer's market and a historical landmark, be sure to check it out.

Harris Teeter

1201 First Street NE

*This grocery is one block away from the NoMa-Galludet U Metro stop on the Red Line.

Giant

300 H Street NE

*This store is about a 1 mile walk from most WISH housing units, a suggestion would be to purchase a grocery cart or to be resourceful you could always use your empty suitcase with wheels.

Safeway

415 14th Street SE

*This store does home delivery where you place the order online and schedule a delivery time.

Target

3100 14th Street NW (2nd floor)

*This store is located at the Columbia Heights Metro stop which is on the Green & Yellow Lines.

Bed, Bath, and Beyond

709 7th Street NW

*This store is located right off the Gallery Place-China Town Metro stop.

Banking

Bank of America

201 Pennsylvania Avenue SE
Between 3rd Street SE and
Independence Avenue SE/2nd
Street SE
(202) 624-4600

PNC Bank

650 Pennsylvania Avenue SE
Between 7th St SE and 6th
Street SE
(202) 835-5441

Suntrust Bank

300 Pennsylvania Avenue SE
Between 4th Street SE and 3rd
Street SE
(202) 548-3128

Citibank

600 Pennsylvania Avenue SE
Between 7th Street SE and 6th
Street SE
(800) 627-3999

Hotels

Capitol Hill Suites

200 C Street SE
(202) 543-6000

Hyatt Capitol Hill

400 New Jersey Avenue NW
(202) 737-1234

Holiday Inn on The Hill

415 New Jersey Avenue NW
(202) 638-1616

Hotel George

15 E Street NW
(202) 347-4200

The Washington Court Hotel

525 New Jersey Avenue NW
(202) 628-2100

Holiday Inn at Smithsonian

550 C Street SW
(202) 479-4000

Dry Cleaners

Capitol Hill Valet

409 E Capitol Street SE #1
(202) 547-5356

Capital City Cleaners

601 Massachusetts Avenue NE
(202) 547-6755

Hill Cleaners & Alterations

332 Pennsylvania Avenue SE
(202) 547-4338

Gyms

Washington Sports Club

214 D Street SE
(202) 547-2255

Results Gym

315 G Street SE
(202) 234-5678

Capitol Hill Yoga

641 Pennsylvania Avenue SE
(202) 448-9680



Your First Day of Work

Meet with your supervisor. Determine when you will check in with them on the progress of your work and when it is appropriate to go to them with questions. We suggest checking in at least every morning when you arrive and every evening before you leave. Each supervisor is different and may want you to touch base more or less often, so be sure to ask what is expected.

Make a good impression. The harder you work and the more pleasant you are chances are that interesting projects and more responsibilities are in your future.

Don't be afraid to ask questions. Offices expect interns to ask questions and make mistakes. You're learning and they know it. They are there to help. Just try to avoid asking the same question twice!

Do your research. Learn everything you can about the organization and their current issues. Ask your supervisor for reading material to catch up to speed.

Find a "buddy." This person can help answer office questions that you might not want to bother your boss with – like how to load the printer with paper and how to transfer a phone call. Don't over use this person though because it could reflect badly on you.

Arrive early your first day and every day. Fifteen minutes is too early on the first day. Ten minutes is perfect.

Get to know the receptionist. He or she can be helpful in any number of situations – getting a taxi, recommending a good place to grab a sandwich, and letting you know where your supervisor is when you can't find him or her.

Limit personal work, especially the first week. This includes using Facebook, shopping online, instant messaging, and checking your personal email as well as responding to text messages and emails on your phone. Many offices have specific policies around these issues and will communicate them to you.

Figure out lunch. On your first day be prepared, bring a light lunch to eat if everyone is staying at the office but also have cash on hand if some from the office offer go out and get a quick bite on your first day. Just be prepared for both. You can learn a lot about your office at lunch.

You are a temporary worker. Remember that you are in the office for a short period of time. Network, make friends, and learn. If your supervisor texts for personal reasons all day long, it doesn't mean it's okay for you to do that too. As an intern, policies and expectations can be different for you.

What to Wear to Work

Confirm the office dress code. Ask your internship supervisor about the official office policy on dress code before you arrive in the office on your first day.

When in doubt look about. If you are not sure of the office attire, wear a suit on the first day of your internship. Pay attention to what others in the office are wearing to get a feel for the appropriate dress.

Bring out the commuter shoes. If you have a long commute to work, we recommend wearing comfortable shoes to the office and changing into office appropriate shoes when you arrive. You will often see men and women wearing tennis shoes or sandals on the metro. If you have a drawer at your desk, consider storing a pair of office shoes there, so you don't have to carry them back and forth each day.

Dealing with the weather. Dress in layers so you are prepared for any temperature. Ladies can bring a cardigan or jacket to wear in the office to cover up a dressy tank or sleeveless dress that kept you cool on your commute. Men can bring their tie and slip it on before the day starts. Plan to arrive a few minutes early to give yourself time to stop at the bathroom and freshen up on the way to your desk.

Know the dress code terms.

- **Professional Business Attire**
 - Men** – Suit pants, jacket, tie and brown/black dress socks and shoes
 - Women** – Pants, dress or skirt suit and brown/black dress socks/hose and shoes
- **Casual Business Attire**
 - Men** – Dress/khaki pants, dress/polo shirt and brown/black dress socks and shoes
 - Women** – Dress/khaki pants or skirt and a nice top and neutral dress shoes
- **Casual Fridays/Dress Down Days**

Many offices have dress down Fridays. This can often mean that polo shirts and khaki pants or jeans are permitted in the office. *Always confirm with your supervisor.