

Executive Summary

Electric Ireland is an Irish Utility company that supplies electricity and gas to business and residential customers in Ireland.

The business was previously known as the ESB and ESB Independent energy but as of 2012 all references to the ESB were dropped and the company rebranded as Electric Ireland.

Electric Ireland also offer things such as 100% green supply (this is supplying power through things such as wind or wind farms) and have even more recently played a huge part in branching out WIFI across the country through the electricity poles as well as supplying battery's for electric vehicles.

Electric Irelands main competitors are also extremely high end company's and therefore charging customers the right price is essential as it is an extremely competitive market and the only way to gain control, over your competitors is to charge a better rate to customers and ensure they stay with the company for many years.

Some of Electric Irelands main competitors consist of:

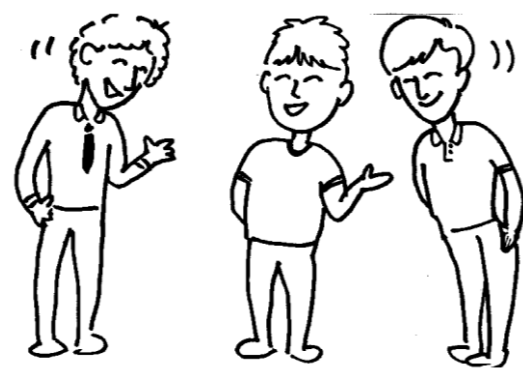
1. Board Gais
2. Energia
3. Panda Power



Introduction

When the opportunity arose to do a work placement it was an opportunity I could not turn down, ever since I started college doing a placement and gaining some experience in a workplace was something I always wished to do. When I got the interview for Electric Ireland I was over the moon to be given the opportunity to work in such an established workplace.

At the beginning it was daunting but fast forward 9 months it has been an experience I will never forget, to be given the opportunity's and responsibility's that I have been given is something I am extremely grateful for and I am sure the skillset I have obtained will last a last time.



A taste of what I did on placement / My role

My role included a number of various different tasks which were required to be completed on a daily basis. As a team we had specific roles that were required to be completed, such as answering the phones and assisting customers with whatever they're queries may have been.

We were also replying to emails from our team email which stored all queries from customers that have emailed in, this email inbox had a 24 hour turnaround and therefore it was essential that as a team we worked closely together to ensure the time line was met and we gave the customers a great customer experience.



I had my own specific task which I carried out on a daily basis which was known as Contract management, this was an extremely important task as the company was audited 2/3 times a year on this specific job.

What this job consisted off was logging all wet inks contracts and filing the original copy away of the big electricity users in which the Customer Relations Managers would give to me once they had signed a new customer up with Electric Ireland.

Organizational skills was extremely important for this role and at the beginning I found it very tricky to manage it all but as my time in Electric Ireland progressed the job became easier and easier and I presented the folder to the auditor just before Christmas and it was a huge success which I was very happy with.



Skills I used and developed.

Organizational Skills— Organizational skills were essential throughout the course of my placement as it was important to always be on top of all of your work which is something I improved on massively during the placement.

Cooperative Skills:. As I worked on sales support we worked closely with other departments thus the importance of a high level of cooperation.



Time Management— Time management was essential in my role as a lot of the time we were working against deadlines in which had to be met so managing your time effectively and efficiently was extremely important.

Work Plan

Below I have outlined some aspects of my own working plan :

- **Plan for the week**— Planning for the week was essential for me in my job, various tasks can carry over for a number of days and therefore logging calls and objectives and planning for the week .
- **Team Huddle**: At the beginning of every week we met as a team and mapped out our plan and allocated individual tasks across the team to ensure there was a balance with the workload.
- **Contract Management**: Contract management was my main individual role and I always gave myself a specific time slot in which I would concentrate on this specific job to ensure it was completed to a high standard

Biggest Achievement

My biggest achievement whilst working in Electric Ireland was taking part in the Darkness into light movement and my huge improvement in my organizational skills

Placement Reflection

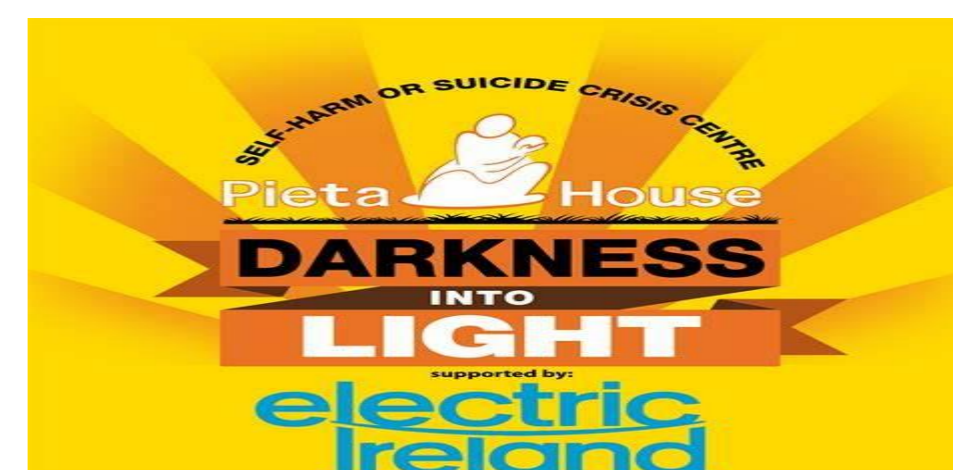


Table 1:Electric Ireland darkness into light campaign

Overall I am very grateful for having been given the opportunity to work in Electric Ireland, I have gained some priceless workplace skills and knowledge which will stand by me throughout my life and I met some great people and got a massive insight into working life outside and college as well as a huge insight into various different aspects of the business and which team would be most suitable to my skills.

On a personal level I gained huge satisfaction from completing my tasks

Table 2:Lorem ipsum dolor

Concluding Remarks

Overall my time at Electric Ireland was extremely enjoyable and rewarding and I feel I have gained priceless lifetime skills in the workplace which I will carry with me for the rest of my life. I developed a number of new skills which I hope to apply in both my work life and my social life and I feel I have grown massively on a personal level and I have become a lot more independent which is something that will stand to me in the long term.

I would recommend both a work placement and working in Electric Ireland to anyone who is thinking about doing a placement as I really enjoyed and benefited from my time there.

Advice

My advice to anyone considering a placement would be to go for it, I was extremely cautious and nervous at the beginning at the thought of making a mistake or whether the job would be for me and at the beginning it was tough, learning new skills and meeting new people is daunting but as the placement went on everything became easier and I couldn't have enjoyed my time at Electric Ireland anymore.