

McFarlane Telfer (MCFT) provide maintenance services for commercial kitchens – not, as might be expected, in the hotel, restaurant and café industry but for Facilities Managers, Education and Healthcare.

Established in 1992, the business employs around 220 people in the UK and 100 in the Middle East, 120 in the Philippines, 25 in the Netherlands and has just established in Bochum. MCFT have had successful internships from [BuAS](#) in Breda, the Netherlands since 2015 and are looking to offer the same to students from Bochum.

Ours is a very practical and fast-paced business – our customers have got problems, we need to solve them quickly. This is a busy place and interns are expected to be full, active members of the team – this is not about making the coffee or doing the filing.

We have a strong work culture: it's no accident that we are the pre-eminent provider in our field, it's the result of many years of work by a dedicated team. We have a great mix of youth and experience – with a happy, supportive environment – take a look at our www.People.MCFT.com.

We have our own intern accommodation – no hassle in finding an apartment, deposits and contracts – and we try and ensure a mix of social activities with off-site learning opportunities – lectures at local universities or events around FM and business in general.

The office is based in Maidenhead, a town of 70,000 on the River Thames approx. 50km West of central London with a regular rail service – and 25 minutes from London Heathrow airport.

Description practical assignment

This is a working assignment – mixing project work with day-to-day responsibilities. The project work is likely to be around research into new markets - which might be territory – such as Belgium – or might be customer sectors (bakeries or retail) or might be new services (air conditioning, lift maintenance). These would involve desk research, collecting data, interviewing key contacts and producing a report on market potential as well as challenges (competitor analysis).

Tasks and responsibilities

Internship roles are typically either on our Service Desk, helping our Procurement team or carrying out a Sales project.

The Sales day job is likely to start with support in our sales team (providing quotations for new customers, updating customer records, account reviews with existing customers and contract renewal) and may include time with our service desk team as well as our office operations team, handling issues such as compliance – calibration, certification etc.

As noted elsewhere, whilst there is initial induction and training, interns are expected to work alongside and are treated no differently from other colleagues.

Student Profile: Information/remarks

This is likely to appeal to someone with international ambitions, somebody interested in how field engineering is delivered, perhaps with aspirations to start their own business – it's an ideal opportunity to view a small business growing – and be exposed to all aspects, from Sales to HR and accounts.

Student type (qualities/skills)

Whilst this is an opportunity to improve spoken and written English, we need a good, confident level to start – you will be interacting with customers as well as colleagues. A spirit of adventure – this is not only a new country and a different work environment but a growing business – every day throws up challenges.

The working environment will require good self-discipline and the ability to concentrate – this is an active, open-plan office – getting your work done needs the ability to focus.

Accuracy, attention to detail, speed of work are all important.

Above all, a cheerful disposition – to move on from Forbes's three interview questions:

1. Can you do the job?
2. Will you enjoy the job?
3. Will we enjoy working with you?

If you are interested, please contact our Recruitment team – recruitment@MCFT.com - today