

## **Report of Experience**

### **André Kroszewski (Specialist for Administration of Inventory)**

Currently I am a second year apprentice working full time for the “Young Service Factory”. I am able to play a part in this project by what I have learned during my apprenticeship, for example making out production orders, storing goods or accounting incoming goods. For me it is quite exciting to be self-responsible for any work to be done. By working independently I am becoming aware of what I have learned in my apprenticeship so far. I enjoy to relay my experience to my colleagues being educated in other occupations. Interesting just as well is to receive insights in commercial tasks of my fellow-trainees. Amongst others they teach me how to dispose and to calculate prices. Hence everybody at the “Young Service Factory” can benefit from each other.

### **Felix Schrandt (Businessman engaged in wholesale and export trades)**

I started my two-year apprenticeship at Edelstahl-Service-Center/ Logistik-Center in Dortmund in September last year. The already diversified activities are becoming even more interesting while working for the “Young Service Factory”. Here I am allowed to acquire customers autonomously, to close deals and I am in charge of accounts. From my fellow-apprentices working in the industrial or commercial field I learn how to make out production orders and how to pack goods. I enjoy to coordinate the tasks to be done together with my colleagues. I also like to agree on business decisions or to justify them afterwards together with other apprentices. In the beginning, the “Young Service Factory” was just an idea which has slowly turned into a small enterprise. To experience its development was very instructive. All in all we are learning how to manage an enterprise on a small scale.

### **Anja-Karina Geuting (Businesswoman engaged in wholesale and export trades + academic studies of FOM)**

I have just started my apprenticeship as “Businesswoman engaged in wholesale and export trades” with ThyssenKrupp Materials International. Anyway, I am not the traditional “trainee”, but I also have the privilege to be a student.

How does that work? The answer is quite simple: During the day I gain basic knowledge for my job. In the evenings I attend the university of applied sciences for Economy & Management (FOM) in Essen to confirm the scientific aspects of my apprenticeship. Thus theory and practice intertwine seamlessly. On the one hand you learn everything about commercial practice for your daily work routine. On the other hand the academic studies provide a much wider scope that enables me to recognize and to comprehend all economic aspects – also at ThyssenKrupp. This is exactly the point at the “Young Service Factory.” Theory alone is useless unless efficiently applied to practice. Therefore trainees have the chance to discover how “a small seed turns into a big tree”, in other words: to experience the development of a company from the setup to its production process. The “Young Service Factory” offers me the opportunity to realise which problems can evolve when setting up an enterprise. The “Factory” also enables me to resume self-responsibility regarding business processes: from the inquiry to the dispatch of a product. In addition, I can put forth my creativity (e.g. in the form of products or marketing) and I am involved in designing something. The feeling of just being part of a greater whole not only offers you a better understanding for business management in general. You also attain special motivation to

move forwards together with others – together as trainees, together for the achievement of a corporate goal.

The “Young Service Factory” gives us more than any “traditional” apprenticeship can ever offer. Working in our “own” company is really an exercise applied to what we have already learned. And you will really get an “aha!” experience, that is: theory suddenly turns into concrete form.