



THOMASVILLE JOBLINK
LINK LETTER



WELCOME TO ISSUE 16

3RD QUARTER, 2009

JobLink Benefits From Smile and Hard Work of Summer Youth Participant

If you visited the JobLink during the summer months, you may have met a welcomed addition to our team. Christina Overstreet, a participant in the DavidsonWorks Summer Youth Program, used her clerical skills to help the center complete some much needed work. The Summer Youth Program is a great program that allows youth the opportunity to gain work experience, income and develop a work reference.

Christina did an excellent job with filing, organizing files, word processing and various other clerical tasks. Staff would describe her as quiet, efficient, very polite and always smiling. We certainly benefitted from her contributions and feel the experience was positive for Christina as well. For sure, she will receive a positive work reference from the JobLink staff if ever needed. She knows she can call on us for a future work reference. Thanks Christina!

INSIDE THIS ISSUE:

SYEP PARTICIPANT	1
EXCEPTIONAL CUSTOMER SERVICE	2
CUSTOMER SERVICE COMMENTS	2
SUCCESS STORY	3
JOBLINK BY THE NUMBERS	3
MANUFACTURINGWORKS	4
JOBLINK JOB CLUB	4



Christina Overstreet at work at the Thomasville JobLink Center.



Career Development Consultant, Tim Maness and JobLink Manager, Cindy Livengood attend the SYEP "end of summer celebration," with Christina Overstreet. Christina displays her certificate of recognition for successful participation.

What Makes Exceptional Customer Service

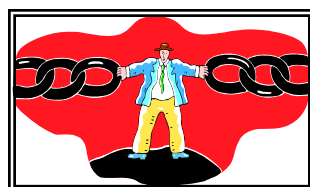
When I heard Paul Clayton comment at a recent Workforce Conference that customer satisfaction stems from “treating others the way *they* want to be treated,” I could not help but think of the JobLink team. Mr. Clayton went on to say that receiving positive feedback and having a mission you can believe in, brings teams together. He commented that mission statements are often wordy and meaningless - but something as simple as “improving the quality of life for others” can give staff a “higher calling” and the motivation to deliver exceptional service.

The JobLink team regularly measures the customer satisfaction for the “external customers,” the job seekers and businesses. We also receive internal feedback from our team of partners at least annually. We just completed the team survey and received feedback from team members representing ESC, DCCC, Project Re-Entry, VR, Urban League and DavidsonWorks. Here are a few of the comments:

- * *I am very pleased with the services we are able to coordinate to assist the ex-offender population at Thomasville JobLink Center. I am very pleased with our partnership and I felt a part of the team from the very first day.*
- * *I feel like the JobLink does very well and I am excited to be a part of such a team.*
- * *Overall the front end staff that we have do an extraordinary job.*
- * *I believe every person that works here has one priority “The Customer.” I would love to have more room – so does everyone else.*
- * *I feel the JobLink staff is a very good team that provides excellent customer service.*
- * *Overall I am pleased with our center. What would make the situation better is additional space for more technology (computers for jobseekers) and additional large group meeting space.*

When Paul Clayton says “go the extra mile, it’s an empty road...,” he will likely meet members of the JobLink team on that lonely road.

**JobLink has
a 99%
Positive
Customer
Service Rat-
ing for the
3rd quarter
of 2009**



Linking people and services

Customer Service

Comments from the surveys completed during the 3rd quarter include:

- ⇒ “I will recommend your services to all my friends”
- ⇒ “Keep up the good work”
- ⇒ “Thank you for all your help”
- ⇒ “More Computers”
- ⇒ “Everything runs smoothly and very professional”
- ⇒ “I can only say complimentary things about Thomasville JobLink!”



Success Story submitted by Janet Money, Customer Service Specialist at the Thomasville Job-Link Center

Thomasville By the Numbers

The following figures have been compiled from monthly reports as taken from the daily sign-in logs. For the 3rd Quarter of 2009, Thomasville JobLink had a total of 4,146 customer visits, with 1,901 being new customers. The total number of job placements for this quarter was 86, with 44 employer contacts and 31 services to businesses.

Success Story

Ann (not her real name) came in to Thomasville JobLink on March 9, 2009, searching for employment. Ann had her CNA license and was going to school part time for nursing at DCCC. She was faithful and persistent about coming to JobLink and searching for employment. She had been invited to our Job Club starting April 14th, 2009. During a visit to the center on March 11, 2009, she noticed a job listing posted on the Job board from Wake Forest Outpatient Dialysis Center for Patient Care Technicians for the Lexington Dialysis Center, High Point Kidney Center and Thomasville Dialysis Center. We assisted her with the application process and she mailed her completed application and resume to Wake Forest Outpatient Dialysis Center. She did not stop there. She went in person to the High Point facility and introduced herself and gave them her resume and told them that she had mailed her application to the Wake Forest Office. Ann called the Lexington Dialysis Center and gave them the same information.

Ann had her first interview on March 13th, 2009, at the Winston-Salem Office. She had a second interview on April 6th, 2009 and they offered her employment.

Ann started work on Tuesday, April 28th, 2009, at the Lexington Dialysis Center as a Patient Care Technician.

Ann returned to the JobLink Center on April 9th, 2009, to give us the good news. She was so thankful that she came to the JobLink Center. Upon leaving her exact words were "Thank you so much for all your assistance and caring for your customers". Her hard work and positive attitude paid off.

We love to hear success stories at the JobLink Center. Her determination and hard work just keeps going, because we have heard since she went to work, that her patients love her, because she is such a caring person and hard worker.

Ann's story is a true example of what one can do if they put their mind to it and put their best foot forward!



The JobLink welcomes Beryl Yelton, Office Assistant for Dora Kale with the Senior Community Service Employment Program, Winston Salem Urban League. Welcome Beryl, we love your smile!

ManufacturingWorks Brings Mobile Unit to the Thomasville JobLink



On July 28, JobLink customers and staff were given the opportunity to learn about advanced manufacturing when the ManufacturingWorks Mobile Industrial Training Lab was featured on-site at the Thomasville JobLink.



DavidsonWorks



We appreciate the support of our local WDB



Jackie Gilmore-Davis facilitates sessions of the Job Club at the Thomasville JobLink ; participants proudly display certificates.