

STAFF DEVELOPMENT  
**SERIES**



# FIRST IMPRESSIONS

# L.A.S.T

# LEARNING OUTCOME

**On completion of this training  
you will:**

- Be equipped with an strategy to improve customer experience while promoting workforce programs and services



## **Words to Consider**

**"PEOPLE WILL FORGET WHAT YOU  
SAID, PEOPLE WILL FORGET WHAT  
YOU DID, BUT PEOPLE WILL NEVER  
FORGET HOW YOU MADE THEM FEEL"**

-MAYA ANGELOU

# PEOPLE PERCEPTION OF VISITING OUR CENTERS

"I'm not sure if this location will help me find a job. I had to ask a lot of questions to understand how to get some help with this company."

"They are so helpful with helping you feel comfortable on computers, and I really felt Welcome."

"This is a joke trying to file for unemployment compensation and you can't go to the office the customer service lady is not willing to help you."

"Staff is always helpful and friendly. Great resources here."

"They all have bad attitudes and are pushy and rude and cant answer any of your questions."

"Horrible. No help. The only thing they are good for is keeping their own jobs secure.- The computers are always used up by vagrants"

"Professional environment, great trainings, and helps you find employment"



**L.A.S.T**



# LISTEN



- LISTEN TO THE CUSTOMER EXPRESS THEIR CONCERNS REGARDING THEIR SITUATION OR EXPERIENCE
- DON'T INTERRUPT THE CUSTOMER ALLOW THEM TO SPEAK AND VENT

# ACKNOWLEDGE



- ACKNOWLEDGE THE CUSTOMER CONCERN AND ADVISE THEM OF THE OPTIONS AVAILABLE.
- REPEAT KEY INFORMATION BACK TO CUSTOMER

# SOLVE



- RESOLVE THE CUSTOMER CONCERN USING YOUR RESOURCE,
- IF YOU ARE UNABLE TO RESOLVE, INVOLVE THE APPROPRIATE TEAM MEMBER TO PROVIDE A RESOLUTION IN A TIMELY MANNER



# THANK



- THANK THE CUSTOMER FOR THEIR BUSINESS TIME AND PATIENCE
- PROVIDE WORKFORCE RESOURCES THAT WILL ENSURE THE CUSTOMER HAVE QUICK REFERENCES
- LET THEM KNOW YOU ARE AVAILABLE TO ASSIST WITH FUTURE QUESTIONS AND CONCERNS TO SERVE AS THEIR LIASON



## Customer- John Work

"Hey! I have never been here before. I just got laid off from my job after 15 years and I need to file for my unemployment and try to find a job to support my family, I been a warehouse worker for so long but I would like to be a welder one day, they say you have to complete a training but I cant afford that, please help me!"

## Scarlett Jobhansen

" Hi! I have been laid off for over 30 weeks and my unemployment is coming to an end soon. I'm a dislocated worker in some sense, they outsourced my job as a medical biller, I would like to do something in the health field such as a COVID Tracer or anything, but I need a job quick my bills are over due. I have been using Work In Texas to find a job with no luck. I'm here to do my work search on the computer for the week my internet is disconnected at home due to non-payment. Can you assist me today?"



# WHAT IS NOT APART OF THE LAST TECHNIQUE?



A. Advert



B. Thank



C. Listen



D. Solve