

Latrell Odems

Workforce Solutions – Pasadena Office

Greeter

Latrell Odems is a Greeter at the Pasadena Workforce Solutions.

Latrell consistently exudes a very vibrant, friendly personality for each customer who enters our office each and every time they enter our doors.  She has superbly grasped the knowledge of each department within the office which has enabled her to direct each customer appropriately.  If a customer has previously visited our office, she remembers that person and their need.

Latrell handles problematic situations with patience and maintains a professional attitude. She consistently demonstrates a friendly demeanor and smile to every customer, regardless of how busy or the large number of customers seeking her attention simultaneously. She does not treat customers as a number, but each as an individual and listens to their needs and assists them accordingly. She monitors the waitlist and notifies a supervisor prior to the waitlist becoming too heavy, to ensure customers are always the first priority and are being served as quickly as possible.

Latrell is always on top of the waitlist. Latrell Odems is “Workforce Solutions” to Her Customers, this is why she is our nominee for the “I AM WORKFORCE” Customer Service Award.

**Here are some quotes from Latrell’s customers:**

*‘After being a stay at home mom for 8 years, I wanted to go back to work. I wasn’t familiar w/computers or updated resumes. I came to Workforce for a week straight, and all the women (Latrell and Farrah) were very helpful. They also complimented me to help build my confidence. I walked in a store for a CSR position, and I walked out with an offer for Center Manager. Thanks! ’*

*‘I want to thank Mrs. Latrell M. Odems for being patient with me throughout my visits here at the Workforce Solutions. She is a professional & takes her job serious. Your staff has made me feel that there are people out in this world that care about me. Keep doing what you all are doing & may God bless you always…’*

*Partners from Pasadena ISD:*

*‘She is fabulous, absolutely a great representative of your office. She is always smiling and very friendly’*

*‘She makes us feel so welcomed and always makes us smile.’*

*‘She is amazing’*

*‘I’m going to steal her from you!’*

