

# Improving WIT Notepad Documentation

## Examples of Good vs Poor Quality

APPENDIX 19

### Examples of Good Quality Documentation

1. Followed up with Ms. Hartley about recruiting results. She asked me to fax her a list of the applicants, which I did to fax number 713-674-4373. She will fax me the hires if any by next Monday 10/22
2. Followed up with employer, J. Roberts, about results on job posting. Left message and updated posting to closed status pending response from employer. Some hires already posted but unsure if still recruiting.
3. Referred 4 candidates. Called employer to follow up on results of his other job listings in WIT. Left message.
4. Discussed recruitment results with employer. Advised employer to close existing order with 162 hires recorded and open new order to refresh posting. Notified Order Writing Unit of decision on strategy and request for new job posting
5. ALM visited the office. Discussed his satisfaction with ESD services. Verified list of hires he brought with him & updated job posting with 7 job openings filled. He plans to visit again next month and noted it on calendar.
6. Reviewed posting with Janice, employer contact and and updated job posting: (1) shift-day, (2) need own transportation (3) salary based per visit.
7. Per Janice, no one has been hired for the position; she has received resumes and is interviewing applicants; Janice stated that applicants have not been qualified, lacked MicroOffice experience. Updated listing to emphasize MicroOffice experience & extended order.
8. Rec/d ret. Call from employer contact, Janice Callaway - obtained more details on job description along with the job title. Ms. Callaway requests "will do field visits as follow-up with clients." added to order
9. Called Ms. Sandra Bookman, employer contact to offer her the convenience of emailing JP's. She prefers email and plans to use this method in the future. She expressed appreciation for the information.
10. Ms. Kyles returned call and stated that she has not hired anyone for the position; she has several resumes, and is still interviewing. Advised placing listing on Hold then assess results in a couple of days. She agreed. Updated job posting and scheduled follow up.
11. Received a call from Hamid. Has received only one e-mail on receptionist posting. Enlisted the assistance of Employment Counselors to generate interest from

### Examples of Poor Quality

1. Increased contacts.
2. Ms. Yurika took a message for this employer; this was the only note ...
3. Left message voice mail @4:43.
4. Event held, posting closed.
5. Hire info verified via wage verification.
6. Left voice mail for this employer.
7. Phoned contact IMVM @2:35.
8. Contact #(713) 790-0500x4583.
9. Position filled.
10. Left message.
11. Revised order per employer.
12. Distributed posting.
13. Left message for Chris.
14. Will provide hire list.
15. Left message for employer to call.
16. Put on hold.
17. Posted hire.
18. Left a voice message.
19. Assigned to me.
20. Sent employer an email.
21. Spoke with hiring manager.
22. Hold.
23. lft msg.
24. Need status
25. Changed posting.

## Improving WIT Notepad Documentation Examples of Good vs Poor Quality

office traffic. Increased contacts to 30 and notified Hamid of our recruiting activity.

12. Spoke with Varrie Bolden (employer) about results. They hired 5 people but none were referred by Workforce Solutions. They still need assistance trying to fill the part-time positions. Updated job posting to edit full time openings to part time.

13. Followed up with Ms. Andrews - Human Resource - about results on posting. They hired Christina Thomas to start work on 8/6/07. Updated order by posting hire and continue Open status.

14. Assessed new posting. Notified RSD of openings Updated posting by adding location of job and title Ran matches, screened results and sent 25 call-in cards. will follow up with employer in two days to check results.

15. Spoke with Xavier who said he has not hired yet for this job and is not getting very many calls about it. Ran a new match, screened results for qualified candidates, based on profiles. Sent 30 Call in cards.

16. Employer emailed list of hires: Dominique Simples, Johnny Gardner, LaQuinta Stoner, Stuart Warren, Laura Henneke and Reginal Donel. Posted hires for these individuals and continued listing on Open Status because employer still recruiting for open positions.

17. Joe, Mgr, called again to review posting information. Added "depending on experience" to the pay. Reviewed the posting word for word for the employer per his request. He said everything sounds good.

18. Ran match in WIT and called qualified matches about the job to determine if interested. Also looked up previous postings in this area for delivery drivers to call some of those job seekers who have previous delivery driver experience. Identified & made 5 referrals.

19. Referred candidate from UI list. Provided referral on 5/23/07, not realizing job fair was already over. Advised job seeker to submit on-line application to follow up on referral.

20. Adjusted recruiting strategy to include external sources along with WIT because there are so many openings for forklift operators and not enough candidates in our talent pool. Posted listing on craigslist.com.

21. Assessed status of job posting . Updated posting by decreasing openings from 50 to 1. Noted multiple opening availability in description section. Edits made with approval of employer after consultation.

22. Followed up with employer (Debbie) about results- Hired C. Morris (#1400XXXXX) and reports P. Balinge

26. Contacted customer reference to position.

27. Sent resume and application.

## Improving WIT Notepad Documentation Examples of Good vs Poor Quality

(#12004XXXX) did not show for interview. Posted hire, reconciled No Show and Closed Order.

23. Spoke with Richard who indicates he is very happy with our services, but having problems with other hires that have personal issues (late, don't want to work). Applicants were not TWS referrals. Assured him we are available if he needs assistance. Posted 2 hires and closed order.

24. Employer states he is not getting qualified applicants for this position. Employer is needing applicants with Energy experience (a must have). Updated job posting ran a new match, screened for qualifications and sent out 30 call-in cards.



# Improving WIT Notepad Documentation

## Examples of Good vs Poor Quality

er.

**Improving WIT Notepad Documentation  
Examples of Good vs Poor Quality**

**Improving WIT Notepad Documentation  
Examples of Good vs Poor Quality**