

THE HONEYCOMB

SERVICE EXCELLENCE AWARDS



TEAMWORK



INNOVATION
& INITIATIVE

Creating a Buzz About Those Doing Their Best

Fall 2012

INNOVATION & INITIATIVE

- ❖ **Loretta Jones**
(Neighborhood Centers, Inc.)

Customers working with the Personal Service Representatives (PSRs) in our career offices face many challenges as they pursue new or better jobs. These customers often have simple questions that if not answered can delay their progress. Most customers work in environments where they must limit phone calls to specific times of the day.

To improve customer service, Loretta Jones devised a process to ensure that customers speak to a live person at any time during the business day. As a result, customers are less frustrated because they get immediate answers and know how to proceed.

Both customers and staff enjoy the streamlined efficiency the process provides.



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❖ **Jessica Smith**
(ResCare)

The twelve local initiative contracts between the Gulf Coast Workforce Board and area colleges and school districts allow Workforce Solutions to provide child care financial assistance to over 1,500 customers.

Each contract is unique and requires special attention for each customer along with expanded reporting for contract partners.

Jessica Smith took ownership of the challenge and developed a process to ensure both quality customer service and open communications with contract partners.

Because of Jessica's efforts, contract partners now receive real-time electronic updates on the status of financial aid requests from their current students.

