Cypress Station is one of the larger offices in our region seeing up to 1000 customers a day.  The office management team and the staff work together to exemplify the I AM Workforce Solutions customer service principals.  The customer service has been recognized and I believe it is because they are focusing on the I AM Workforce Solutions principals.  Here is what the office has done in the past year to improve the customer service in the office:

**I AM Workforce Solutions to my customer**

* Greeters are trained thoroughly enabling them to assist customers with questions related to child care, financial aid, and filing for unemployment insurance.
* Staff identify job postings in Work in Texas that match the jobs customers are seeking and post them on an updated Job Depot board.  The board was updated recently to make it more visually appealing to customers

**I understand the resources available throughout our system**

* The resource room staff are empowered to assist customers with their needs. In addition to offering assistance with resumes and online applications, staff can answer questions about job search and knowledge of community services.
* The office surveyed staff and customers to identify the top five industries that job seekers are interested in.   A job board was created to highlight the job postings for these industries and line staff are trained on the high skill / high demand occupations to help customers consider additional career options.

**I can always help my customer – even when I have to say “no”**

* Staff are empowered to negotiate with customers to find a solution to satisfy customer requests when they can’t deliver exactly what the customer wants, and the staff are quick to get management involved when a customer is dissatisfied.
* When a customer requires financial assistance that the office is unable to provide, staff work in partnership with Northwest Assistance Ministries and Dress for Success to help the customer receive the support they need to be successful.

**I use my customer’s perspective to guide my work**

* Even with an average of 1,000 people entering the office, wait times are held to 20 minutes or less.   If a customer is waiting more than 20 minutes a staff member will check in with the customer and update the customer of their status.
* The office implemented a suggestion box for customers to share their ideas to improve the service delivery in the office.  These suggestions are used to coach staff in Information Sessions.  A recent suggestion from a customer led the office to make an available training room open for parents that have young children with them. This space allows the parent to use the computer to look for work and allows the children a space to play and be children while not disturbing other customers.

The effort put forth by the management team and staff at Cypress has resulted in positive feedback from the customers who visit the office and with a recent QA review that evaluated the office as above average.  The office is providing customer service that demonstrates the I AM Workforce Solutions principals and I ask that you consider the Cypress Station team for the customer service award.