I AM WORKFORCE SOLUTIONS:

Tianna Pratt

Summer Youth Worker

Northline Career Office

The immediate question is “how can a youth working at Northline through the Summer Work Experience Program embody the principals of I AM Workforce Solutions?”

The answer is simple! While working in the resource room this summer Tianna demonstrated the kind of customer service we would like for all Workforce Solutions staff to exhibit. She stepped right in and became a member of our team. She looked for opportunities to help customers in the Resource Room. Tianna never waited for a customer to *look up and look around for help*, she was already at the customer’s side assisting them. When not helping customers in the Resource Room, she searched with intensity to locate the next customer who may be struggling just in navigating from one website or computer prompt to the next. She did not hesitate to help our customers and always went above the customer’s request or need providing useful tips to our customers on internet usage, typing word documents, adding attachments to online applications and emailing resumes. Tianna not only helped our customers to complete their tasks while in the Resource Room, but she was patient in teaching our customers tips and tricks in navigating the internet.

When approached with a question she was not able to answer, Tianna quickly responded to customers saying “I am not certain, will you please give me a minute and I will find out the answer or find someone who can help”. Even in the midst of sometimes overwhelming office traffic and customers waiting to either speak with someone or use a computer Tianna kept calm and assisted everyone she could with great energy and enthusiasm. When not assisting customers on the resource room floor she was sure to help in keeping supplies replenished, directing customer flow and helping whoever and wherever she could always looking for the opportunity to assist both customers and Career Office Staff.

Ms. Pratt will be attending the University of Houston, this fall as a sophomore to pursue a degree in Speech Pathology, where she will be actively involved in the National Student Speech-Language Hearing Association (NSSLHA). She is ambitious, dedicated, and determined to achieve her goals and continues to excel academically. It has been an honor to have had the opportunity to work with Ms. Pratt, and we hope you too will join us in recognizing her exemplary demonstration of the principals of “I AM Workforce Solutions”.