

THE HONEYCOMB

SERVICE EXCELLENCE AWARDS



TEAMWORK



INNOVATION
& INITIATIVE

Creating a Buzz About Those Doing Their Best

Spring 2010

INNOVATION

Rose Lockett

- Single-handedly came up with a way to have the Satellite Office customers embrace the self-service concept. Additionally, since the satellite offices receive less customers, she developed a different way of recruiting by running UI batches and had staff directly provide these individuals with job leads within their zip codes.
- Rose's innovation led to increased obtains in the UI list and also led to customer acceptance of the Satellite Office. As a result of Rose's achievements, office managers requested the assistance of her staff to help retrain their front-ends to better serve their customers.



INITIATIVE

Andrew Ortiz

- Andrew took the initiative and went the extra mile for his customers by providing them with daily inspirational quotes, news articles, useful job search advice, resume services, and excellent interview feedback. Additionally, he took initiative and implemented a Facebook profile for the Pasadena office.
- As a result of his initiative, Andrew increased the number of satisfied customers by providing them with useful services specific to their needs.

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TEAMWORK

The Audit Committee

- Demonstrated teamwork while performing the 2009 audit of all Workforce Solutions offices in the Houston-Galveston region. They embraced all Workforce Solutions staff and worked hard to respectfully communicate ways to better serve our customers. Additionally, they successfully engaged customers to ensure their needs were being met and gave positive reinforcement to staff members for things done well.
- Because of their teamwork, Workforce Solutions achieved an improved customer service system, better management of records, as well as improved employer relations and quality employee referrals.



Millie Foster



Gail Hightower



Kingsley Miller



Frankie Allred



Nana Amua-Sekyi



Rhonda Eglund



Sandra Pierce



Dorothy Turner



Laura Ensor

Cora Stribling



Kimberly Starks-Ball