



BEST Team

TIP SHEET

TIPS BEFORE SEEING THE CUSTOMER

- Screen print of program application- review job related information, i.e. transportation, felony.
- Review case notes identify pending appointments.
- Screen prints of BEST Team Product Calendar (Workshops)
- Review Welcome Team Case Notes

INTRODUCTION TO CUSTOMER

- Introduction Name
- What can I help you with today?

GATEWAYS

- Review case notes – has customer received a service and completed a service.
- Review customer resume in VOS. If resume entry, editing assistance is identified refer to a resume workshop.
- Review Product Box additional workshop schedules, if applicable refer according to customer interest & need.
- Missed appointments discuss with customer importance of keeping scheduled appointments in order to move forward with next plan of action. Record case notes in VOS.
- Schedule/reschedule appointment for next plan of action, record case notes in VOS
- Issue Center appointment / referral form to customer

SKILLS/NEEDS ASSESSMENT

- Review Product Box
- Eligible/Work keys/Employment
- Review Work keys-PESCO scores
- (if applicable) Record Work keys/PESCO scores, results to be entered by referring staff.
- Not Eligible/ Cafeteria Choices/Employment

JOB ACTIVITY INTERVIEW QUESTIONS

- How many employers contacted in a week?
- How many applications submitted in a week?
- How many interviews have you had? (Last interview)?
- What type of jobs have you been applying for?
- Are the jobs you are applying for in your usual occupation? (If NO, why)?

REVIEW IMPORTANT IDENTIFYING INDICATORS

- DISLOCATED WORKER
- UI
- FARMWORKER
- VETERAN
- DISABILITY
- HIGH SCHOOL

PRODUCT BOX

- Review Product Box
- Review Product Box Calendar for Workshops
- Select 1st service- immediate need based on interview with customer
- Select 2nd return appointment service- based on interview with customer.
- Identify
- Discuss
- Inform customer and issue return appointment card using Center referral/appointment form.

JOB REFERRALS

- Conduct VOS search for Employer customer pool match.
- Conduct VOS search for Customer job listing match.

JOB ENTRY IN VOS

- Enter job information in VOS
- Conduct VOS search for Employer customer pool match.
- Contact customer pool regarding job listing

DOCUMENTATION IN VOS

Before next interview; Record ALL Service Activities

- Initial assessment of skills & employment -
- Select 2nd service- discusses purpose, need and BENEFIT to customer. Issue return appointment card using Center Referral/Appointment form.

CASE NOTES- pertinent information needed for return appointments. This will assist team member why customer is returning and outcome of appointment. **Note;** If a subsequent appointment is scheduled case note is to reflect purpose, need and benefit to customer.