

Welcome Orientation Outline

GOAL: The goal is to briefly inform customers about Job Link programs and services and how to access them. This process should take no more than 20 minutes so that counselors completing the Welcome process may do so in the time they have allotted for Welcome before returning to other aspects of their jobs.

1. Welcome to Job Link
2. Does everyone here have Right to Works Documents with you?
 - a. If no, please see receptionist and get list of requirements. You are free to use the Resource Center for today only.
 - b. If yes, proceed with Orientation.
3. Describe today's process
 - a. Cover important information about Job Link
 - b. Tour of Resource Center
 - c. Meet with Welcome staff individually to find out how we can help and complete the enrollment process. Personal issues may be discussed at that time.
4. Mention that a wide variety of accommodations are available.
5. Briefly go over information covered in the Directory of Services. This includes co-located partners, availability of workshops, computer lab, Resource Center, networking groups, vocational services and help from COD or counselor stationed in the Resource Center. Do not review all workshops. This will be covered, if necessary, by Welcome staff.
6. Mention fragrance, cell phone, job search only equipment usage, and no food or drink in the computer areas.
7. Take group on tour of Resource Center only. Do not include the Computer Lab.
8. Have those who have filled out Welcome form take them to the front desk
9. Front desk puts them in order received and Welcome Staff calls him or her.
10. Have those who have not filled out Welcome form do so and take to the front desk.