



WELCOME TEAM CUSTOMER FLOW CHART

CUSTOMER ENTERS CENTER.
Receptionist Greets all customer upon arrival.

Identifies purpose of visit and provides information

With docs, NEW customer is Referred to Welcome Team

If no docs, Schedule Appointment in VOS

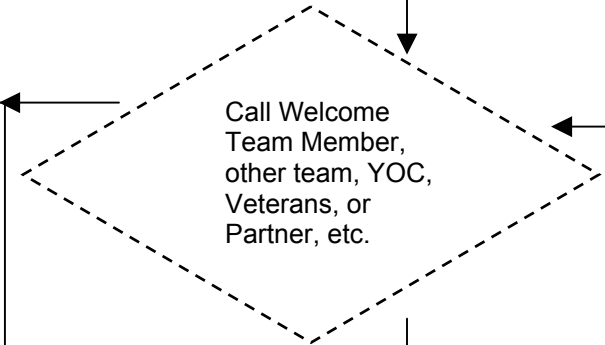
Customer NOT interested in Services

Scan **RETURN** customer in VOS

CUSTOMER EXITS CENTER

Refer clients out to appropriate entities for needed products and services

Refer clients to Product Box, Skill Development Team or Solutions Team.



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| | Welcome team member meets customer and provides a further overview in 1:1 interview | |
| | Verifies Authorization to Work Docs and provides Center policies and Standard | |
| | Registration in VOS and issues scan card. | |
| | Administers/Facilitate Self-Assessment Basic Job Skills Assessment | |
| | Reviews assessment results with customer and provides initial career coaching | |
| | Completes VOS Common In-Take | |
| | Makes referrals for products and services | |
| | Records services and notes in VOS | |