

NCWorks Service Keys: Unlocking Excellence

Magical Moments & Take Fives

The following are Magical Moments and Take 5 conceptual ideas from previous NCWorks Service Keys face-to-face training sessions. Keeping in mind that Magical Moments are pre-orchestrated, scheduled events and Take 5's are spontaneous, in the moment interactions, students teamed up in table groups on approaches to improve their customer service delivery.

Magical Moments

- 20th Customer: Free Bojangles Biscuit
- Attend/Complete Training/Workshop – Get Certificate/Prize/Guaranteed Interview
- Random Drawing (Once per week/month) for Creating Profile – Get a Prize
- Provide a Snack at Job Fair or Special Office Event
- Staff Rings a Bell for Special Moments
- Give Tickets for a Special Drawing at Job Fairs or Training
- Job Fair/Hiring Event
- Center Director Comes out @ 3:00 PM to Greet Job Seekers
- Monthly Training Event for NCWorks Clients
- Coffee and Doughnuts in Lobby Once a Month
- Snacks Provided at Workshops
- Sending Congratulations/Follow-up Letters to Customer Receiving Jobs
- Vets Enter First at Job Fair
- Free Training
- Business After Hours Event with Free Food
- Offer Coffee/Water and Donuts for Customers (Once per Week)
- Quarterly Customer Appreciation
- Pictures of Customers When They Reach Goal/Job
- Video Taping Youth as They Progress Through the Program
- Completion of a Training (Certificate)
- Offer Employer Interviews On-site
- Offer Childcare to College Students (Program)
- Random Customer Appreciation Days (Raffle/Drawing)
- Birthday Cards/Emails to Customers



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Take Fives

- Provide Kids with Attention
- Recognize individual in Wait Area
- Make Individuals Aware of Programs/Services Outside Office
- Compliment Clients that go the Extra Mile (Dressed professional or speak positively)
- Toys, Paper, Crayons for Client Kids to Preoccupy
- Gift Card to a Job Seeker w/in The Center
- Prospective Employer Surprisingly Interviews People
- Present "Job Kit" to prospective Employee
- Give a Hug When Needed
- Escort Out of Office – Open Door
- Saluting Veterans at Job Fairs
- Hand Out Pens with Center Name/Logo
- Free Mints
- Open Door and Thank Customers for Coming
- Manager Walk Around and Ask How Was Your Service
- Perform Worksite Presentations
- Follow-up After Providing Primary Service
- Offer Works of Encouragement
- Lollipops for Kids
- Offer Coloring Books, etc. to Keep Kids Occupied
- Greet Customers in Waiting Area