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ON THE mic LIVE

Goodwill
Suomi

CUSTOMER SERVICE & CHECKOUT SERVICE (Organization: GoodWill Finland Helsinki)

Rehabilitee / employee / student: _____ Coach: _____ Time: _____

Skills	Tasks on the work place	Self-assessment	Coach's evaluation
Rehabilitator / employee / student knows how to...		I can / I have to learn more	Competence is there
Greeting the client when coming into the store	○ smiling		
	○ willingness to help		
	○ the customer must not be judged on the basis of their external appearance		
	▪ untidy appearance, nationality, reduced mobility		
	▪ all customers are welcome		
Polite behavior at the	○ appropriate clothing and behavior		

checkout and in the store area	○ no disruptive behavior		
	○ no use of phone or media devices at checkout		
	○ listening to music in the store requires a Teosto fee		
	○ no loud talking with the co-workers		
	○ avoid unnecessary staying at the checkout area		
	○ cleanliness and good order in the checkout area and in the store		
	○ make sure that necessary tools are found at the checkout area		
	○ concentrating to the client		
	○ interrupting other tasks when client needs help		
	○ offering help		
	○ selling		
	○ offering additional services		
Knowing the cash register system	○ using a cash register		
	○ handling money carefully, and checkout		
	○ avoiding mistakes in the cash		

Communication readiness with the client

Communication readiness with the client	○ checkout service		
	○ customer service		
	○ telephone		
	○ courage to ask for help if you don't know yourself		

GoodWill principles

GoodWill principles	○ careful handling and packing of the fragile goods and other purchases		
	○ understanding which kind of products GoodWill receives as donations		
	○ informing the clients which products GoodWill can transport or retrieve		
	○ knowledge of GoodWill's modes of operation and values, so that client can understand GoodWill's function and for example weekly variable offers and campaigns		

To be taken into account

	<ul style="list-style-type: none"> ○ positive approaching for the work ○ possibility to practice skills ○ language skills should be tested and improved if necessary 		
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	<ul style="list-style-type: none"> ○ representing work place and employer ○ filling the form with the coach <ul style="list-style-type: none"> ○ it is easier to notice that there is more competence <ul style="list-style-type: none"> ○ what rehabilitator / employee / student already can do ○ what skills she/he has to learn more 		
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Plans for the future	Discussing together
<ul style="list-style-type: none"> ○ how can I utilize the skills I have achieved <ul style="list-style-type: none"> ○ employment <ul style="list-style-type: none"> ○ what kind of jobs could I apply for ○ studies <ul style="list-style-type: none"> ○ what kind of studies could I apply for ○ everyday life <ul style="list-style-type: none"> ○ stimulating the quality of life 	
<ul style="list-style-type: none"> ○ what kind of skills it would be good to learn so that I can make my dreams come true 	