

## Activity for Module # 2

As you read, decide if the activity demonstrates  
Success or Excellence and circle your response.

Circle	Activity	Circle	Activity
<b>Success</b> <hr/> <b>Excellence</b>	Working as part of a team and supporting my peers	<b>Success</b> <hr/> <b>Excellence</b>	Create a PowerPoint tutorial or other resource to help job seekers / businesses
<b>Success</b> <hr/> <b>Excellence</b>	Adapt to changing business needs of my local office	<b>Success</b> <hr/> <b>Excellence</b>	Learn new skills to improve my overall job performance
<b>Success</b> <hr/> <b>Excellence</b>	Offer ideas/options to guide customers in making the right career choices	<b>Success</b> <hr/> <b>Excellence</b>	Introduce new ideas or concepts to improve service / efficiency
<b>Success</b> <hr/> <b>Excellence</b>	Support all goals of my Workforce Board	<b>Success</b> <hr/> <b>Excellence</b>	Follow up call / card / email after service appointment with my customers
<b>Success</b> <hr/> <b>Excellence</b>	Accurately enter all data into NCWorks Online	<b>Success</b> <hr/> <b>Excellence</b>	Create a "how-to guide" for office peers
<b>Success</b> <hr/> <b>Excellence</b>	Take ownership of customer service issues and offer resolutions to their satisfaction	<b>Success</b> <hr/> <b>Excellence</b>	Walk customer to the individual they have an appointment with
<b>Success</b> <hr/> <b>Excellence</b>	Recognize my peers for going above and beyond in service	<b>Success</b> <hr/> <b>Excellence</b>	Walk customer to the front door as they leave from a service or appointment
<b>Success</b> <hr/> <b>Excellence</b>	Offer to call / make appointment for customer at another agency	<b>Success</b> <hr/> <b>Excellence</b>	Stay late to assist last minute customers