

eQUALITY NEWS

Jobs West
newsletter
for Employers

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need filled?**

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Jarrold Nelson and KFC Sydenham



Jarrold Nelson has been working with KFC, Sydenham since August 2005. Jarrold started as a general Team Member and is now working as a Cook. In his job Jarrold is responsible for preparing all the ingredients, cooking chicken strips, zingers, wings and racking off and rotating the cooked products. Jarrold has recently started cleaning the cookers and also has the responsibility of ensuring that the kitchen is spotless when the restaurant closes. Jarrold has proved to be such an outstanding employee that he was named Employee of the Month in December 2006. Jarrold said that he couldn't believe it when he saw his name on the board and was really proud to receive his certificate. As an added reward he was given a bonus with his usual pay. Jarrold says that he really loves working at KFC. He enjoys cooking so much that he hopes to do an apprenticeship as a chef when he finishes school. He likes seeing satisfied and happy customers and enjoys working as part of a team. He says that a big step for him was learning how to clean the cookers but he enjoys the challenge of learning new things. Jarrold is saving his money in order to buy a car when he gets his license.



Sheree Mustafa is Jarrold's Manager and she is full of praise for him, saying that he is a willing worker who always wants to learn new things. Sheree also likes that he always finds things to do once he has completed his set tasks. As a result of his excellent work ethic and friendly personality other workers request that they work with Jarrold, which just goes to show that having a disability is no barrier to being an excellent employee.

**Please find our annual survey enclosed
(if you haven't recently completed one).**

**Jobs West uses the information gained from this survey to
further enhance their assistance to employers.**



Western Vocational Association Inc.

*For enquiries and information
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Scott Quayle

Scott Quayle, or Scottie as he is affectionately called by his colleagues, has been working at Safeway Watergardens for five years. He was very proud to receive his 5 year service pin in recognition of this excellent achievement. Scott is employed as a Grocery Assistant with his main job being to collect trolleys and baskets. Scott however has a number of diverse duties including clean-ups, maintaining display shelves and most importantly keeping the tea room neat and tidy and well-stocked with supplies for morning tea. Scott is also very security conscious and at times is asked to shadow potential shoplifters to help prevent theft in the store. Store Security Manager Linda says Scott plays a vital part in reducing the incidence of shoplifting in the store.

She enjoys working with such an alert employee.

It seems as if Scott's work mates all enjoy working with him. Emma, a colleague, said that "he is simply the best to work with, so friendly and hard working." Bernie, a supervisor, agrees saying that the store would fall apart without Scott. Scott takes a great deal of pride in his work and says he was quite surprised to go into another supermarket and find it so messy, with baskets and trolleys scattered everywhere. Scott says he would never let this happen at his store. Scott's dedication to his job and the store has been noticed not just by his workmates but by customers as well. Recently a customer wrote a letter about Scott to the store manager that commented on his outstanding customer service. As a result of this Scott will be achieving a "Wow! Thank You" award from Safeway. Christina, the Service Manager is really proud of Scott's achievement and says that he is truly an outstanding employee.

Someone who works as hard as Scott deserves a break and in November Scott was able to take a few weeks well-deserved rest. Fellow employees said that the store simply was not the same without him there and they really noticed his absence. When asked about his plans for the future, Scott says that he hopes to work full-time one day and maybe even get a promotion but for now he is happy with things just as they are.



Customer appreciation

"I have been shopping at Safeway Watergardens for the last 6 years. Recently I started shopping on weekdays because I have finished fulltime work and am 9 months pregnant expecting a baby. At the end of my shopping on Tuesday the 15th I asked the lady at the checkout if someone could help me push the trolley to the car. She called a gentleman named Scott who was very friendly, willing and obliging to help me. He put all my goods in the trolley and wheeled the trolley to my car, unloading everything for me. The service I received that day was outstanding. Today it is very rare that we receive good customer service and I would like you to acknowledge the team member for his work. Kind regards, a very happy customer."

Patricia Raco



***Jobs West would like to
thank the following
companies for their support:***

**Ibis Hotel— City
Safeway— Coburg
Big W—Watergardens
City Mazda
DHS Child Protection
KFC— Sydenham**

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