



Customer Success Story – David

Type of Employment gained:

Stock Controller/Customer Assistant, Tesco's, King Lane
Full Time, Permanent position

David first visited a Jobshop to update his CV. He initially felt scared and out of his depth at being unemployed. He felt he was the only person in the world who couldn't find work. He said 'The staff gave me moral support, there were times when I felt that the whole world was against me and I didn't want to go out of my home. The Jobshop staff gave me a 'shot in the arm' to keep going and to realise work was out there! I was encouraged to be positive, no matter how bad things got for me, no matter how hard things were I was given the confidence to believe in myself! During my high and low days I was encouraged and helped! The conclusion I came to: in the current economic climate all jobs are good jobs and that there would be a job out there for me!'

The job David was appointed to was a position he saw advertised at one of the Jobshops, this was via an Employment Leeds' initiative with Tesco supermarkets. His role is as a full time 'Stock Controller / Customer Assistant' at the Tesco Express Store, King Lane. Employment Leeds, work in close partnership with Jobshops, they source jobs opportunities with local employers and all are advertised within Jobshops.

David says of his new appointment: 'It's tiring but I'm getting used to early mornings! It's good to hold my head up high and not to worry about being skint! The sense of wow I feel and self achievement is fantastic!'



Customer Success Story – Sukai

Type of Employment gained:

Originally Kitchen Assistant, now Care and Support Worker, MHA Independent Living (Housing and Care)

Part Time, Permanent

Sukai was unemployed when she started visiting her local Jobshop. She had been working in catering services, in a supervisory role. Her contract had been terminated when the company she worked for was bought out and her services were no longer needed. Sukai was determined to get into work and started to visit a Jobshop where she felt she was supported: staff there gave her confidence and raised her self esteem. She said: 'The help I received was fantastic, nothing was too much trouble for the staff, the service was excellent all of the way!' Sukai said she was supported in updating her CV, helped with on-line job applications and to Email applications to prospective employers. She was able to use Internet access for job searching at the Jobshop and to use the telephone to contact employers.

She was successful in her job search and went on to be appointed to a catering role with 'MHA –Housing with Care', based in Hunslet. Since then Sukai has progressed to a 'Care and Support Worker' role and is currently studying for an NVQ Health and Social Care qualification. Sukai says: MHA are a fantastic company to be employed by, everyone is brilliant! I absolutely adore my job.'

Sukai said 'Jobshop staff changed my life by helping me and giving me motivation, support and confidence!'

Customer Success Story – Keith

Type of Employment gained:

Customer Service Officer, Leeds City Council
Full Time, Permanent position

I sincerely thank the staff at my local Jobshop for their support in assisting me to find suitable employment. During the months I visited the jobshop the help, support and encouragement I received was first class. The professional and non-judgemental way in which I was received and dealt with has been a credit to both the staff and the organisation as a whole.

During a time when the country is going through a recession it is important to have a resource that offers both practical help, coupled with a positivity and enthusiasm to everyone coming through the door. The support I received helped me improve and build confidence in my soft skills and interpersonal skills as well as gain practical and useful knowledge of how to complete application forms. Ultimately I was able to slowly build my belief and confidence again. It was great because when I first walked through the doors of the Jobshop I lacked confidence, skills and experience. I felt downhearted and deflated by knock-backs. I needed encouragement from a source external to family and friends which the jobshop staff fulfilled.'

On a personal note there were a number of staff at the jobshop who never stopped believing in me. From the time you enter you are met by reception staff who never fail to provide a warm welcome. The term which sums up the staff and the service I received is 'going the extra mile for customers', this term must have been invented for them, such is their approach to people.

Being back in employment has helped give me new skills, more experience, even more confidence and has changed my life . It's exciting, having a reason to get up on a morning and getting back into a routine, interacting with other people, feeling like I belong again.