

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
- Shout out Wednesday – Success Stories Shared from Customers

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- Facebook "eFeature" to Spotlight Customer Successes
- Customer Appreciation Carnival
- Wall of Fame (certificates/pictures)
- Business of the Month!
- Customer of the Week
- Tuesday/Thursday at 2:00pm – Employer Comes to Center to Speak with Customers
- Monthly giveaway drawing during Job Fair
- Weekly Job Shadowing Opportunity (transportation/lunch included)
- Monthly Madness for Employers
- Meaningful Moments – Post Pictures as Customers Find Employment
- Free Coffee Fridays
- VIP Reservation for Customers Who Are Dedicated to Finding Employment
- Daily Huddle "GoodNews" with Immediate Feedback for Staff
- Friday Night "Appreciation Party"
- Community Picnic Day for Customers
- Open Doors Early for Customers During Bad Weather
- Provide Services to Parents on a Saturday During Tutoring for Kids
- Monthly Recognition Ceremony (achievements) for Customers and Employees
- Planning Calendars for Customers (Reach out to local business who offer free calendars)
- Monthly Raffle for Attending JFD/Activities
- Automatic Interview for Best Dressed for Employment
- Weekly Drawing for Salon/Barber Visit i.e. "Makeover Mondays"
- Once per Quarter: Free Movie Voucher for Child Who Brings in a Report Card
- Employment Extravaganza!
- "Pop Up Baby Shower"
- A Night of Relief for the Homeless, Disabled Veterans, New Moms
- Customer/Employee of the Month Parking Space
- Customer Appreciation Week
- Close office for One Day and Partner with Local Shelter to Feed Community
- Transportation and Food for Saturday Tutoring
- Service Discount from Local Businesses for Customers in Need
- Milestone Mixers

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Magical Moments & Take Fives

- Holiday Workshop
- Mock Interview Mondays
- Ice Breaker for Customers at Beginning of Training Sessions
- “Rock Star Tuesday” Interview Video (Use a local photographer/videographer, stylist, make-up artist)
- Cubicle Decorating Contest
- Spin the Wheel Wednesday – Employee Recognition
- In-Center Recruitment Tours w/Refreshments
- Collective Greeting for Customers at Beginning of Day
- Recognition Friday’s for Staff/Managers for Providing Extraordinary Service
- Recognition Luncheon Event for Customers
- “Magic Fish Bowl” with Names of Customers Who Have Graduated from Intensive Training
- Early Bird Catches the Worm Bag Offering: Pen, Pad of Paper, Flash Drive, and NCWorks Pens
- Offer Career Folders for Materials
- Flamingo Friday!
- Graduation Grub
- Friday Pizza for Graduating Class
- On-Site Interviews
- Section Themes
- Refreshments for Customers (Wednesday’s)
- Wall of Fame (Monthly Drawing for Gift Card)
- Birth Month “Prize” With a Certificate
- Health Fair
- Customer Service Week: Popcorn or Snow Cones
- Group Huddle to Celebrate and Acknowledge
- “First Customer” of the Day Certificate
- Gift Card for the 25th Customer
- Flash Drive Friday’s
- Water Bottle for Customers While Working on the Computers

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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
- Job Bounce: Gas Card Reward for Customers Who Reports (verified) Job
- Send Congratulatory Card/Message to Customers Completing Training
- Motivational Email Blast
- Random "Free Food Item" Card to a Local Restaurant
- Coded Announcements
- Picture Perfect Instagram Announcements
- Play theme song from "Rocky" When Customers Find Employment
- Give Customer "Program Swag" for Accomplishments
- Thank You Gifts: Balloons, Cards, Flowers, Lunch
- Assist Peers with Children who are Agitated During Customer Meeting/Interview

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- Provide Unscheduled Transportation for Customer in Crisis
- Food Snacks for Hungry Customers/Children
- Surprise Appreciation for Partner Agencies (ice cream, bottled water, etc.)
- Peer to Peer Letter of Encouragement/Support
- Contact Customer on First Day of Job (Offer Balloons, Card, Flowers, etc.)
- The “___” Number Customer Gets Utility Bill Paid
- Offer Baby Starter Kit
- Grab a Cup of Coffee for Customer
- Use P.A. System to Announce New Job Placements
- Acknowledge a Vet for Their Service
- Offer a “Vent Zone” for Customers
- \$5 Lunch Combo Card for Customers in Need
- Positive Recognition Comment Card for Staff
- Photos of Newly Hired Customers
- Offer Water/Snack for Customers or Those with a Medical Need
- Thank You Email for Participants of a Workshop or Other Event
- Affordable Housing for Veterans
- Work Search “Hot Off the Press”
- High 5’s
- Resume’ Paper for Printing Resume’s
- Meet Participants on Their Job Site
- Offer Customers Assistance in Resource Center During Down Times
- Random Follow-up
- Outreach (Service w/o Walls)
- Reading Section for Children
- Give Out Bubbles When Stressed
- Transportation Service
- Coloring Pages and Crayons/Toy Box for Children
- Recognition for Clients Who are Dressed for Success
- Create a Professional Email Address
- “I Wish You Much Success!” to Customer
- Find Someone Famous with the Same Last Name of Customer You’re Serving
- Journal’s for Customer’s Career Journey