

BARRY IS TOPS WHEN IT COMES TO CUSTOMER SERVICE

In these days of seemingly diminishing customer service it is great to see some companies are trying to reverse the trend. Coles Supermarkets in Garden City is such a company and one of EDGE's clients, Barry Baker is leading the way.

Barry Baker, who is employed as a sales assistant, recently received a letter in recognition of his excellent customer service from Peter Speirs, the State Manager of Coles Supermarkets.

One long-time Coles Garden City customer was so impressed with Barry's level of service that she recently wrote a letter to Peter Speirs telling him of Barry's excellent customer service. In the letter she said how friendly and helpful Barry was to all the customers and what a high level of service he offered. Peter Speirs later told EDGE that, "staff like Barry are an extremely valuable asset to our company and make a real difference to the business."



Barry Baker at work at Coles Supermarkets at Garden City.

Barry began with Coles Garden City in 2003 and works in the Parcel Pick Up Area where he assists customers to load groceries into their cars. It is in this role that Barry has shone. His polite and confident customer service has seen him become a favourite amongst the supermarket regulars and staff.

If you think that your company could benefit from recruiting good customer service staff please contact EDGE on 9286 6600.

THE HON ED DERMER PRESENTS EDGE WITH THEIR LOTTERIES GRANT



J Barrey Williams accepts the cheque form The Hon Ed Dermer.

At the first Board meeting held in the new building, the Hon. Ed Dermer, MLC for North Metropolitan (representing the Hon. Eric Ripper) presented EDGE with a cheque from Lotterywest. The grant was part of a Lotterywest scheme designed to extend the capacity of not-for-profit organisations. Sue Robertson, the Managing Director of EDGE Employment Solutions, said "the money from Lotterywest will allow us to fit-out the new building and to purchase the latest in computer technology".

EDGE is one of the first Disability Open Employment Service providers to introduce the concept of a paperless office. Over the next year EDGE will transfer all its reporting and note taking to electronic form.

"At EDGE we are looking to make the most of technology to streamline our processes and to improve the services to our clients," said Sue. "Each Job Co-ordinator will have a PDA (personal data assistant). This will allow them to access and record information whilst out on-site and thus save time."

EDGE WELCOMES NEW BOARD MEMBER

EDGE Employment Solutions has had a long history of being able to attract the elite of WA business leaders onto its board of directors and this trend is continuing with the appointment of Elton Swarts. Elton is Executive Director of WA Business News, a position he has held since 2000. Since that time the paper has changed from a fortnightly free paper to a weekly subscription paper that has won three international awards for editorial content.

Elton regularly travels overseas, particularly to the United States of America, returning with innovative ideas to WA. With an active role in WA Business News events, Elton has overseen the conception of the prestigious 40under40 Awards, as well as the Success and Leadership breakfast series.

Outside of WA Business News, Elton is actively involved in the local chapter of the international organization, EO.



Elton Swarts the newest EDGE board member.

ABILITIES CAREER EXPO SUCCESS

Once again EDGE had a major presence at this year's Abilities Career EXPO, held in Forrest Chase, on Thursday, 15th September.



Melanie Stevenson from EDGE answers questions during the EXPO.

The EXPO is designed to inform school students, teaching staff and families about employment, further education and training and post school options available to students with disabilities.

Not only did EDGE have a strong representation on the organising committee, but it also had two of the most popular booths on the day.

The EDGE booth was kept busy, with staff from both the marketing and job support area of EDGE fielding a range of questions and handing out information to the hundreds of people who visited the EXPO. Melanie Stevenson, a Job Co-ordinator with EDGE, was kept busy with many students keen to find out about the services provided.

"The kids were fantastic and really wanted to find out more about what was available once they left school." said Mel.

James Back, the Disability Coordination Officer at EDGE, also manned a booth. There was much interests shown in the Student Mentoring Program and the Supported Work Experience and Training (SWEAT) program. This last program sees EDGE providing much needed support to students whilst they are on their work experience placements. The pilot program, which is being funded by the Department of Education and Training, is unique in Western Australia and the Department is keen to monitor its progress.

JOB SEEKER PROFILE

Job Seeker: Tracey Doherty
 • Location: Yokine, WA
 • 19 Years with Queensland Government
 • Office Administration
 • Multi skilled Administrative Officer

After 19 years with the Queensland State Government, Tracey has recently moved to Perth.

Tracey's last position was as Correspondence Officer with the Health Funding & Systems Development Branch of the Strategic Policy & Government Liaison Directorate. She was responsible for varied tasks including invoicing, purchasing, payroll, petty cash and handling confidential documents relating to personnel. This position was a significant increase in duties and responsibilities from her earlier position as an Administration Officer – a reflection of Tracey's capabilities and professional approach to her work.

Tracey is proficient in all aspects of office work from data entry to customer service and is well versed in all Microsoft Office applications. With 19 proven years of continuous and dedicated employment she would make an excellent employee.

If you like to find out more about Tracey, or any of the other EDGE job seekers, please contact the office on 9286 6600.



Tracey Doherty one of EDGE's many clients looking for Office type work.

MCD ON AGAIN

If you currently have an employee with a disability from EDGE you may wish to attend the next Mentoring Co-workers with Disabilities course. This free course is designed to raise your awareness of disabilities related issues, how to improve your ability to give instruction and allow you to get the most out of your employee.

If would like to find out more about the course or register to attend on the 25th of October or the 6th of December, please contact us on 9286 6600.