

TAKING THE LONGO'S ROAD TO SUCCESS

Anyone meeting James today would be surprised to hear that his road to success has been a rocky one. He is well respected in his workplace at Longo's Ponytrail location where he has worked for the past three years. This is a store with a small town feel, where customers are familiar faces and customer service is job one.

James's first job was at Homesense where he worked in shipping and receiving. A long commute, combined with a 7 am start time were daunting for him and he would arrive at work late most shifts. After working there for two years, James resigned after independently finding a new job at a Food Basics closer to home. Unfortunately, James's punctuality did not improve and, as he wasn't meeting the employer's expectations, they parted ways.

In April of 2008, a new job opportunity became available at Longo's. Normally, James would not have been considered for the position because of his work history but he wanted to give it another try. James was offered a front end position – retrieving carts, bagging groceries, and carrying out customer's groceries.

At first James continued his usual work habits – arriving late and missing shifts with no excuse. This time, however, he had a manager who guided him with kind, consistent firmness. The commute was much shorter and his start time much later.

James felt like a part of the team and he wanted to do well. His job coach saw in him a new maturity.

In May of 2010, James talked to his job coach about his long term goals. He knew that he would like to make his career at Longo's and his short term goal was to work in one of the other departments. This meant that he would need to show his managers that he was keen to advance.

He showed them that he was ready for more responsibility by taking on more responsibility. He showed enthusiasm for even the more mundane tasks. He talked to his co-workers for advice. James soon demonstrated that he was ready for a new challenge.

When a position opened up in the grocery department stocking shelves, James was given the opportunity.

The Customer Service Manager, Mike Belli, says "James does everything he's asked to the best of his abilities. Over the past year he has been taking more initiative and people have noticed."

Now, his hours are split between the grocery and front end and his hours have increased.

James has been rewarded for his renewed dedication and the future looks bright for him as he takes on these new responsibilities.

For more information about employment services please call (905) 542-2694 and ask for the Employment Resource Centre.

