



A Goodwill® Story

Ambitious Teen Finds His Rhythm in Retail

Xavier already had work experience when the 19-year-old with a documented learning disability was referred to the Goodwill Community Based Training (CBT) program. Due to a poor experience with his first job the previous year, Xavier was initially worried about getting along with managers and co-workers, but with his friendly demeanor and professional attitude, he soon felt at ease at his assigned Goodwill store.

Xavier excelled on the sales floor, performing well in both customer service and stocking new merchandise. Several Goodwill employees noted his helpfulness at distributing racks of clothing and cages of wares.

Throughout his 20-day assessment, Xavier learned quickly and was able to work independently. He arrived each day eager to work and took the initiative to ask his trainer if there were any improvements he could make.

Xavier ended his assessment at Goodwill with newfound confidence that he can excel in a retail environment, with his immediate goal of employment at Sephora solidly within reach.



Goodwill instilled Xavier with newfound confidence.

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