



A Goodwill® Story

Budding Artist Expands His People Skills

Caulin, a budding artist, was set on finding a part-time job to support himself while he attended art school. To ensure he was competitive in the job market, he decided to hone his social skills by learning the ins and outs of customer service.

His pursuit of professional development first led Caulin to Goodwill's Summer Education Experience (SEE) program, where he participated in three weeks of retail work training. He was subsequently referred by VR Nevada to Goodwill's Community Based Training (CBT) program to receive on-the-job experience in a warehouse environment.

At first, Caulin was daunted by the prospect of interacting with customers in the Goodwill donation center. He soon became comfortable and confident greeting patrons, receiving donations, and offering receipts. By the end of the CBT program, Caulin mastered the professional, polite demeanor that is essential to any public-facing position.

Caulin now feels assured that he will be able to secure employment once he returns to school, allowing him to finance his education, focus on his art studies, and pursue his dream of working in an art studio.



Goodwill readied **Caulin for the job market.**

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