

SUCCESS Story



In October 2008,
VCU-RRTC
began working
with Tameka,

a concessionist at Regal Short Pump. The Employment Specialist (ES) built a strong relationship with Tameka and worked with her to improve her work speed, as well as her interpersonal skills, and customer service skills. The ES worked closely with management and Tameka to ensure satisfaction for the employer and the consumer, and to identify other areas where improvement or support was needed. From the first day that VCU-RRTC began working with Tameka she expressed her desire to work in the box office. The ES worked closely with Tameka to make strides in her existing position so that she could prove to management that she was responsible and ready to take on more challenging job tasks. In February 2009, Tameka achieved her goal and was given the opportunity to train in the box office, where she has excelled ever since. The ES witnessed a transformation as Tameka grew more confident and well-rounded. Now, she is a very versatile employee able to work as a concessionaire, usher, door attendant, or box office attendant. In May 2009, just 7 months after VCU-RRTC intervened, Tameka was proud to share that she was named Star Performer of the Month.