

Customer Appreciation Testimonial

Below are excerpts from a four-month job coaching email thread that took place along side this customer's enrollment in a 12-week CNC Operator training program through our Manufacturing Skills Initiative (MSI) training partnership at Greenfield Community College. Although the customer had some employment barriers and got off to a bit of a rocky start, his engagement and appreciation increased throughout the process and made coaching him truly gratifying. He wound up being a top performer in the machinist training program and is now off to a good start in his first job on a precision machining career pathway.

Andrew Baker, Special Projects Manager
MassHire Franklin Hampshire Workforce Board

First, I would like to apologize for not getting these forms to you yesterday as I said I would. This past week has been a rollercoaster, and not the fun kind.....

I'd like to apologize for missing our meeting today. There was an oversight on my part and I totally forgot. If we could reschedule, that would be great. However, I did manage to pick up a part time job, so my schedule has become slightly slimmer but not unmanageable. Also, I thought about the CNC Training and I think it would be a great second step in my career. I really appreciate all you're doing to help me get me where I need to be.....

Thank you for the job lead and contact information.....

Attached is a copy of the email I sent regarding the CNC position. I was wondering if I wrote and structured it well. I tried to keep it short, sweet, and to the point without seeming rude or too puffy. Any feedback would be appreciated.....

I have a couple questions regarding my application to xxxxxx

Okay thank you. I'll get to work on a cover letter. I'll send you my draft before I submit.....

That sounds good. Firm and straight to the point but not aggressive or matter-of-fact while still giving them priority.....

Thank you for your feedback. I have not submitted yet, so I'll make those changes right away.....

Just an update, my application has been completed and submitted, containing resume, cover letter, and references. I'll let you know as soon as I hear back from them.....

I just wanted to give you an update on my status with xxxxxxxx.. Natalie called me earlier this morning to officially extend the offer of employment. She sent me a link and instructions on how to digitally sign the offer document, and after I clear my background check and drug screen, I start on January 4th. Thank you again for all you've done for me. You've really helped me change my life for the better!

I will definitely keep that in mind. How would I go about presenting this offer (to company yyyy) though? I understand there's an element of negotiation here, but I wouldn't wanna seem too aggressive or like I'm throwing another offer at her and end up shooting myself in the foot.

Yes, I accepted the offer. Machine Operator E-Global is my official title through corporate, but I'm a thread grind operator. 3rd shift. \$23.64/hr \$1 extra for 3rd shift premium. Thank you again for all you've done for me. I really appreciate you and your efforts.
