

Hi #teamhextol

How are you all doing this week?

As more of you are coming back to us, we are rolling out a revised Core Skills programme we've been working on during lockdown. The first Core Skill is Behaviour and the details are at the bottom of this page.

As we deal with more customers we need to remember that we have to provide excellent service to everyone. We are very pleased you all do this - you should be proud of yourselves. Our customers come back to us because they know we give great service and they can rely on us. Let's keep that in mind as we get back to work during the year.

Stay safe—Bruce

CORE SKILLS

We have been reviewing our Core Skills and have refreshed them so they are relevant with how we work in these new times. We will be reintroducing Core Skills and Jobs Skills for all of our volunteers from the beginning of May. While Job Skills are specific and different for each person and each business, Core Skills are focused on employability values everyone needs to work on whatever role they are in.

The first Core Skill will be:

BEHAVIOUR

- ◆ Respect everyone
- ◆ Be polite
- ◆ No phones on shift
- ◆ Follow the social media rules
- ◆ Don't hide your mistakes, learn from them.



Although the Core Skills have been refreshed, the values we look for at Hextol have stayed the same. Your service leaders will be going through these with you as well as working together to set a Job Skill to help you develop your skills.

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The Hextol Foundation
The Hextol Tans



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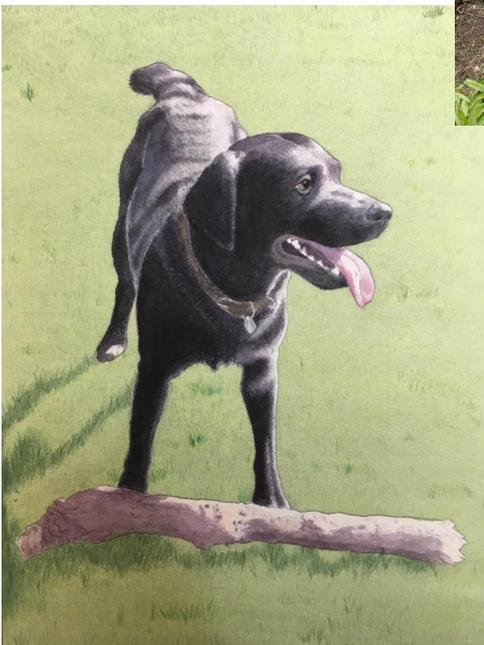
3 WEEKS TO GO!

The Tans will be open in less than 3 weeks and we can't wait!
Make sure you come and get your scones from Monday 17th May!



The Warehouse shifts have been working hard to get the tables refurbished in the Tans ready for reopening.

How stunning is this painting by Freya?! She did this picture of a gorgeous black Labrador for her uncle—lucky man!



Tom has been developing his work skills while clearing this customer's garden. Looks great, keep up the good work Tom!

Rebecca has had great success growing her sunflowers from the 40th edition of happenings. We can't wait to see them grow into flowers!

