



Work Based Learning Presentation

For Lil Funky Donuts





Hello!

My name is Josephine Pailthorp

I am a senior at Corbett High School, and I have been working at the troutdale food carts for the company Lil Funky Donuts as part of the work-based learning program.

Customer service

- A big part of my job is communicating and helping customers with purchasing donuts!

I've learned from working in customer service that the customer is almost always right and it's never necessary to argue in a work environment. I've advanced my communication skills to further help customers achieve what they want and need. I overall am very social and friendly and I now know you need that to be able to succeed with customers and for great reviews! I've also gained a lot of empathy and patience.

CUSTOMER
SATISFACTION



Cleaning and Organization

- Mainly I spend time doing dishes, organizing donuts and other items to its need, and taking inventory for our items and others.

These things help me for the future by maintaining great work ethic, teaching responsibility and cleanliness for future opportunities, helping with time management and efficiency. Taking stock/inventory builds attention to details and valuable for budgeting.

- Organizing donuts/placing them in correct order
- Putting stickers on each and every box(6pk,12pk,-60pk)
- Taking stock of the donut shop and the juice bar.

Opening/Closing shop working under pressure

- I've worked mainly closing shop but i've done both and there were many times where we have been so busy with no breaks.

Opening/closing shop involves turning everything off or on, putting items away and together, and just overall creates a routine which helps me for future opportunities of closing or opening shop. I've learned how to stay patient and how to calmly work under pressure which can help with real life situations.





Overall from working at the Troutdale Food Carts for Lil Funky Donuts I've learn how to properly interact with customers, how to stay organized and keep a great work ethic, and how to properly work under stressful conditions and closing/opening shop for all future opportunities I might have.