

# W DUNBARTONSHIRE PROJECT SEARCH NEWSLETTER



## Spotlight of the Month: Meet Arvin

We're excited to introduce Arvin, and he's provided us some information about himself and what he wants to get out of this in the future.

**Find out more about Arvin on Page 2.**

## Alan's Fun Facts



1. Humans have stripes that only cats can see.
2. Humans only experience 10% of reality.
3. You can use human blood to look young.

## This Month's course Highlights: Customer Service Training, First Work Placements, and Maritime Museum Visit.

It's been a busy few weeks at WD Project Search. We completed customer service training, started our first work placements and took a visit to the Maritime Museum in Dumbarton.

### Customer Service Article

- On day 1, we began a Customer Service course with Ellen Kennedy from Working4U. On day one, we learned what hospitality and retail is, and what qualities are needed for these industries. We looked at our own skills and qualities and how these would fit into different roles in these industries.
- On day 2, we had a task where we had to go online and mark down the needed information for a holiday for two to Tenerife. We made notes of prices, inclusions of the hotels, nearby transport and places to visit to eat. We did a confidence-boosting task of making a spider graph of the information and presenting it to everyone. We also researched and learned the importance of being knowledgeable about products and services you would need to provide to customers.
- On day 3, we finished up training. We learned about how to deal with an angry customer in ways such as keeping calm, trying to solve the problem then if you can, and try and replace the item if it is broken. We also done a role-play activity in pairs where we had to take turns being an angry customer and a worker at the business.

Molly and Leah both said they really enjoyed the "booking a holiday" task because they loved the planning and researching involved in this. Brandon enjoyed being the angry customer.



## Spotlight of the Month: Meet Arvin, one of our participants

This month, we're shining a spotlight on Arvin, one of our participants in Project Search.



### What are your favourite hobbies?

I like walking in nature and using apps

### What are your goals in life?

To secure employment and be independent

### Are you a good cook?

No, but I am learning and making progress

### What do you want to do for a job?

I am open to any job except hospitality and care

### What is your favourite pizza topping?

Cheese

### What is your favourite movie?

Elf

### What do you do in your spare time?

I like to keep myself organised and plan ahead for the next day

### What is your favourite season?

Summer

### What is your favourite holiday destination?

I would say either Dubai or Zurich, Switzerland

### Do you have any siblings?

I have one older brother

### What town do you live in?

Balloch

### Would you rather bungee jump off the Golden Gate Bridge or the Eiffel Tower?

Golden Gate Bridge

## Work Placements

**Molly:** I am working at Queen's Quay Care Home as part of their activities team. I'm enjoying it as it brings joy to the care home residents. The team do a whole range of activities for residents and I have loved getting to help with these. On Tuesday, we had a pamper day, so I painted the nails of some of the residents. On Wednesday, I played dominoes with some of the residents. I can't wait to see what the next few weeks bring.

**Adam:** I thoroughly enjoyed my first week of my work placement in the Crosslet House Care Home admin team. Some of the tasks I performed were delivering newspapers to residents, reorganising files by alphabetical then year order, laminating, scanning and printing documents. I also got to help sort out allowance money for each resident which will allow them to buy Christmas presents.



Here's Brandon walking the dogs.

**Leah & Brandon:** Leah and Brandon have been working for Jetts in Old Kilpatrick. Leah has been mainly working on the dog grooming side of the business and Brandon with the dog walking, day care and agility side. Leah helped keep stations clean and organised, hoovered up dog fur and helped keep dogs that were nervous during their grooming still. Leah also got to work with Brandon in the doggy day care on some days. They have both helped to keep the dogs entertained and active, cleaned up after them and prevented any potential fights from occurring. Brandon has also had the opportunity of taking the dogs on their morning and afternoon walks.

Both have really enjoyed their first 2 weeks on this placement and getting to work with a great team (both human and furry).

Check out Daniel at his work placement on Page 3.

## Martime museum visit



Working4U are planning a Maritime Sector Event with the aim of inspiring residents into open, clear and supported pathways into the sector. The event will bring together employers, training providers and support services to showcase the full range of careers available across the Clyde's maritime and engineering industries.



We were given the task of researching what the maritime industry involves and coming up with who we could invite to the event. We also took a trip to the Maritime Museum in Dumbarton where we learned that Dumbarton have a surprisingly deep history related to this sector. We saw the tools that were used to create boats during this period as well as models of ships that were built there. We also enjoyed searching for the 5 elephant plushies that were hidden around the museum.

## Work Placements



**Here is Daniel  
at his work placement**

**Daniel:** I have been working within the Housing Projects team in West Dunbartonshire Council. My first 2 weeks have been going really well. I have been learning many new skills such as laying turf, slabbing, digging a foundation to build a small wall. I have also been shown how to operate a cement mixer and how to carry loads up and down stairs safely. I have been getting along great with everyone I've been working with and the team have been fantastic with showing me how to do each task well and giving me the chance to do it myself.

## Get Involved!

We're always looking to build meaningful connections with individuals and local organisations who share our passion for inclusive employment. Whether you're an employer, community partner, or someone who simply wants to support our journey, we'd love to hear from you.

If you're interested in getting involved, please contact us — together, we can make a real difference.

**Email:** [projectsearch@westdunbarton.gov.uk](mailto:projectsearch@westdunbarton.gov.uk)