



Oregon WIC Listens

FRONT DESK INTERACTIONS

Consider the following two reception desk interactions. Discuss the differences between the two scenarios. What PCS skills are demonstrated?

Check-in #1

Clerk: Hi, do you have an appointment?

Client: Yes.

Clerk: Who is it for?

Client: My son.

Clerk: Do you have your WIC card?

Client: Yes.

Clerk: I'll need to see it.

Client: Ok, here it is.

Clerk: Thank you, have a seat and a certifier will call you.

Check-in #2

Clerk: Hi, how can I help you?

Client: I have an appointment for my son.

Clerk: Great! Let's get you checked-in for your appointment. I'll need to see your ID card if you have it with you.

Client: Yes, here it is.

Clerk: Thank you for being prepared! I'll give this to the certifier so they know you are here. Please have a seat in the waiting room the certifier will call you in about 15 minutes.