

Student's name

Instructor's Name

Course

Date

Score 93.5

|Comment:| Personal narrative. Document formatting is very good, but there is room for improvement. Document formatting issues: vertical spacing. |Observations:| {Integrity}: 100%. {Length}: 100%. {Mechanics:} 96% (spelling 100%, grammar 87%, punctuation 97%, word choice 100%). {Citation formatting:} ungraded. {Reasoning, logic:} 88% (efficiency 92%, acuity 88%, clarity 88%, objectivity 86%).

### **A Life Experience I Am Always Grateful For**

It all started a few years ago. I went in for the interview as if it were any other job and received a phone call that changed my life course a few hours later. I got a part-time job! It made me extremely happy. I was ready to make the most of my promising future. But I needed help to prepare for the work ahead of me. One person, my employer, and coworker Dana was very essential in my development since starting this position. She was the perfect person to spend the lunch hour with because she was friendly, patient, and understanding and provided mentorship and stewardship that was essential for me to adapt to my new workplace. I appreciated working for her.

Dana was my compass from the very first time. I was very nervous about making phone calls when I started this job. Ever since I was a tiny kid, I have always been terrified of picking up the phone and having to say anything more than "hello." I appreciated how quickly she assisted me in getting over that. In addition to talking to clients who phone in daily and customers who had overdue payments, I also had to call my professors when I had questions or concerns about my online courses. I was obligated to use my outgoing voicemail. I had to try four times before finally nailing the simple statement asking the caller to leave a message. Dana was understanding and helpful throughout the whole experience. Frequently, I would try to get

the customer off the phone quickly so I could end the call. Then I would be armed with incorrect information or even misspelled words. Finally, I started being patient with the clients whose orders I could not comprehend and asking them to repeat themselves.

My first call was to an unhappy client I had to remind about a due payment. Her anger and sassy demeanor started as a gradual progression. I had my share of missteps. One of the missteps was the need for speed over efficiency in the workplace. I had assumed there was a time limit. Dana assured me in a calm voice that I could take my time. She would prefer I correctly get things first slowly than rush and fix mistakes later. There was a moment when I was sure I had let her and the owner down. I am a very emotional person, so naturally, I started crying. I escaped to the restroom. When I returned, she was still composed and gave me time to collect myself. She said I did not disappoint her and that one of my issues was a lack of attention to detail.

It was a rough go during the first several months on the job. I later got used to the filing system, taking my time when I was accustomed to being the first to complete every task, and paying close attention to every detail. Likewise, stumbling is an inevitable part of the learning process. You will have to deal with annoying customers occasionally. All I got to do is keep my chin up and my eyes on the prize. My boss was the only thing keeping me from completely losing it at work. I appreciate her tolerance and time. I am grateful for the support I received.