



September 13, 2007

Jim Rasmussen

P.O. Box 110  
Aumsville, OR 97325

Dear Jim

My name is Arlene Walker, Structured Work Experience Specialist at Woodburn High Campus. Among my duties in this position I have the pleasure of being the liaison between our school and the business community. Several months ago our administrative team was brainstorming ideas on how to effectively serve our community in a warm and inviting way as they entered our building. As a result, the welcome desk became a reality.

We would like to thank you personally for your generous gift of company time, materials and construction of this beautiful addition to the entrance at our school.

I am attaching an article from our local newspaper, the Woodburn Independent. It explains how the reception area is being used to train students in a variety of office and job readiness skills and has a picture of your employees constructing the desk. Students, staff and community alike see the value of the service being provided and our students enjoy manning the desk and helping others.

Thank you again for your support of our school and the future of students. Please share the article with your employees at Modern Building Systems and thank them, as well, for a job well done.

Sincerely

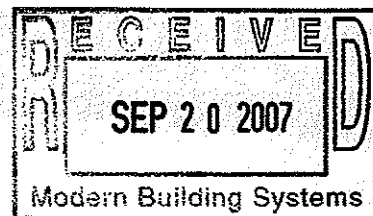
Arlene Walker  
Structured Work Experience Specialist

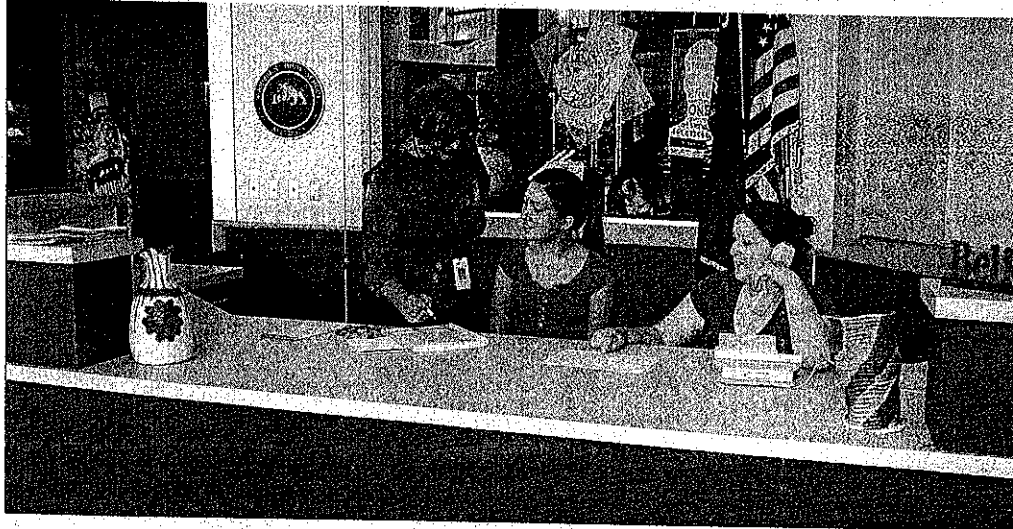
Geri Federico Principal  
Art, Science, and Technology

Jennifer Dixon Principal  
Arts and Communications

Chuck Ransom Principal  
International Studies

Leo Colegio Principal  
Wellness, Business, and Sports





Seniors Tanya Baghdanov and Angelica Abraham receive training by Arlene Walker, director of the Structured Work Experience Program, on how to answer questions at the new welcome desk in the lobby of Woodburn High School. Any visitor to the school will be welcomed and directed to the appropriate school or service they might need during the hours of 7:30 a.m. to 3:30 p.m.

MICHELLE TE | WOODBURN INDEPENDENT

## MAY I HELP YOU?

*Woodburn's high schools seek to soften the confusion of walking into a building and not knowing where to go — students will be stationed at a 'welcome desk' to assist anyone walking in the door*

By MICHELLE TE  
WOODBURN INDEPENDENT

Visitors to Woodburn High School should no longer feel confused about why they're there.

A new "welcome center" has been constructed in the lobby and will be staffed by students to direct people who walk in the front door.

"Our goal is to train students to have them assess the public as they come into our building with any type of question," said Arlene Walker, director of the structured work experience program. "We hope they will be able to answer the questions directly or direct the visitors to the appropriate person."

With four new schools and four separate offices, visitors to the campus often were left wondering which direction to go, and often ended up in the front office — now Woodburn Arts and Communications Academy.

Upperclass students — two or three at a time — will sit at the newly constructed desk and will be able to answer questions in English, Spanish and Russian.

The desk and its construction were donated by Modern Building Systems of Aumsville, the same company that built the annex. The district will install a phone line to the desk and students will be equipped with wireless laptops to find information about teacher schedules and school events.

The desk should be staffed by students from 7:30 a.m. to 3:30 p.m., depending on the number of students that Walker can get trained and be available.

"That's how long we want to have people there," she said. "It depends on schedules and busses, but it would be nice to have it that long."

Student information will not be available at the front desk, but visitors will be directed to the appropriate schools where secretaries can offer more help.

"If a visitor asks for a teacher, we can give them the right information about whether that teacher is in class, when they can get in touch with them," Walker said. "If a visitor needs a specific school, we can escort them directly."

There are benches located next to the desk for visitors, such as speakers, who are waiting to be escorted to the correct location.

**The desk and its construction were donated by Modern Building Systems of Aumsville.**



For now, the school's main phone number, 503-981-2600, still will be available and will go directly to the welcome desk. Rather than a recorded message, a person calling the school will be greeted by a student voice trained to help the public.

"That number may or may not go away," she said, "but while it's in effect, it will go directly to the welcome center. You should not get a voice mail, you should get a person."

Walker wrote a phone training manual for students last year that gives students a specific script to follow in helping answer questions from the public.

Superintendent Walt Blomberg suggested the welcome desk to the four schools as a way to help sometimes lost and frustrated visitors get the information they need.

"Our school is not a real friendly place as far as the outside world is concerned," said Walker. "We want to make it a welcome and inviting place, and help direct visitors to where they need to go. These are the things we're trying

to address."

Although Walker works specifically with students who sign up for structured work experience, any junior or senior students can apply to work at the welcome desk. Students will be trained on how to answer phones, greet visitors as they walk in the door and be helpful in finding information.

"Our superintendent, his focus

and goal is customer service," she said. "Our taxpayers have blessed us with this beautiful building, and we want to provide a service. And, kids are being trained and getting real-life experiences while providing a service. My goal is to train them to be extremely professional. As soon as somebody walks in, I want them to be acknowledged and welcomed."