

It's late in the afternoon on a Friday and traffic is picking up as the weekend kicks into high gear. A steady stream of cars pulls into the valet garage at Detroit's MotorCity Casino. A quick look at the license plates on the row of cars ready to be parked shows the drivers have arrived

from every direction... city, suburbs, the Midwest and beyond. And now, they're here in Detroit for a few days of fun – maybe even to take in a concert or two and enjoy some fine dining while they're at it.

"This place is a destination!" says Veronica King smiling and nodding at the line of cars filling up. "There's a buzz here. It's vibrant and it's fun to be around that kind of atmosphere," she adds. Veronica has been employed by MotorCity Casino since November 2009. During the two and half years she has worked here, she has advanced through three different roles, each bringing greater responsibility over time. Now, Veronica works evenings as a valet cashier. She enjoys her job and says working here is a great fit.

Veronica is clearly proud of her success in the workplace but admits she's also a little surprised. She explains, "I'm what you might call an extroverted introvert. I'm naturally pretty quiet and private, but there's a part of me that really enjoys being around people, too." She says one of the challenges she faced when she was unemployed a few years ago was dealing with the part of her personality that was timid, shy and too reserved. Veronica says Goodwill helped her develop the self-confidence that pushed her to where she is today.

In 2008, Veronica was unemployed and her prospects seemed few. She had worked as a childcare provider in a daycare center and part-time at a fast food restaurant but didn't have the skills or experience required to find a more meaningful and better paying job.

Then, one evening, her mother was watching the news and saw a story about Goodwill's employment training programs. She urged Veronica to give them a look, so the next day she made a call.

Veronica remembers, "I really had no idea what I was getting into. I'd never heard of Goodwill and wasn't sure what they could do. But the people I talked to were reassuring and I could tell right away that this organization was going to help me." Within days she was enrolled in a program that would prepare her, and more than a dozen fellow trainees, for a job in the hospitality industry.

In 2009, Veronica King completed a Goodwill training program that prepared her for a career in the hospitality industry. Today, she works as a valet cashier at MotorCity Casino and enjoys the freedom and independence that employment brings.



Veronica admits that she is quiet by nature but says the training she received from Goodwill helped her develop self-confidence so she could excel in the workplace.

Veronica says the six week program was not only educational, it was also a lot of fun. "I really enjoyed it because the program gave me a chance to experience what it means to work in all different types of jobs. That helped me think about what kind of job I'd like to do the most so I could pursue a career that I'd really be interested in. As a result, I feel like I learned about the entire industry, not just a small part of it."

While she was being trained, job coaches and mentors from Goodwill made a strong impression. Veronica says she felt like her instructors were also advocates. They wanted her and her fellow trainees to succeed. In addition to teaching practical on-the-job skills, the program prepared her for conducting a successful job search and presenting a polished image during employment interviews.

"There is no question that my training from Goodwill helped," says Veronica. "It was challenging to go through that process but I came out so much more confident and ready to work." She finished the training program in September 2009 and began her first position with MotorCity Casino just two months later. Veronica thinks that it would have taken her much longer to find a job without the support she received from Goodwill.

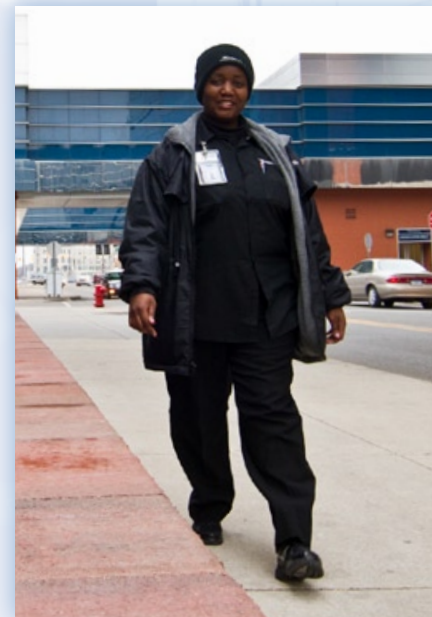
Only a few years later, her efforts are finally paying off. Veronica is living in an apartment on her own, paying her own bills and taking full responsibility for her finances. She says that working and earning an income gives her a sense of independence and freedom that she truly treasures.

She's proud to be making it on her own and grateful that the team from Goodwill still checks in with her from time to time. Veronica says, "I like hearing from my coaches. We keep each other up to date. As I think about future goals, it's good to have their support along the way." Now that she understands Goodwill's mission, she is quick to encourage others to support the organization in whatever way they can.

Asked why she thinks others should give to Goodwill, Veronica pauses for a moment and responds, "People need what Goodwill provides. This organization prepares people for a better life. It's a good investment to give to Goodwill because you are helping people get back into the workforce and provide for themselves. That's exactly what Goodwill did for me."



After a few years on the job, Veronica is developing a solid work history that she hopes to build on by returning to school and completing a course of study so she can become a pharmacy technician.



Veronica is proud to work at MotorCity Casino and is excited by all of the development taking place downtown. She enjoys welcoming locals and tourists alike when they come to visit her hometown.



Learn more about clients like Veronica King on Goodwill's YouTube channel at <http://www.youtube.com/goodwilldetroitpr>

Scan the QR code to go there now!