



My first day at CERN

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Putting oneself in the customer's shoes

Imagine the 1st June will be your first day at CERN

- Who are the persons you know?
- Which information you received?
- Are the instruction clear?
- Which questions you have – work oriented?
- Which questions you have – life oriented?

I'm providing a service to a newcomer

- I'm in the registration desk?
- I'm in the service desk?
- I'm the GAO?
- I'm the DAO?
- I'm the supervisor?
- I'm from HR?
- I'm from one of the multiple services working on CERN site

Inputs - Outputs

From the newcomer perspective

- **What I receive before arriving to CERN**
- **What I should have after my first day at CERN**

From the service provider perspective

- **What s/he receives before arriving to CERN**
- **What s/he should have after her/his first day at CERN**

Your role on the 1st June

I'm part of the process

I will observe the process

Instructions

Before the 1st June Drop on EDMS the documents you are providing or that you know are provided to the newcomer

<https://edms.cern.ch/document/2589748>

Put a meaningful title 😊

Communicate who you want to shadow or if you will just move around to observe.

As we do not have newcomers on the 1st the DAO/GAO will do as if you are a newcomer.



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