

<p>Customer 1: Female Personality: Friendly, energetic and engaging Career Interest: Eager to find employment in law enforcement Physical Affect: Smiles; leans forward to talk; very open and happy to share information Barrier(s): Lacks HS Diploma because she dropped out to have a baby, but completed advanced academic coursework through grade 11 with a 4.0 G.P.A.</p>	<p>Customer 2 (Female) Personality: Defensive and angry Career Interest: Determined to work in nursing Physical Affect: Closed-defiant (arms and legs crossed, glares at CM); answers clipped and short with little information shared unless pushed; “knows” that she can work in nursing because she knows someone else like her who is Barrier(s): Has prior felony drug charges; has misdemeanor assault charges both from 5 years previous</p>
<p>Customer 3 (Female) Personality: Soft-spoken; friendly Career Interest: Dreams of running her own hotel Physical Affect: Closed-shy; does not share much without prompting, but happy to answer open questions with detail Barrier(s): Lacks HS Diploma (TABE Math 3.5, Reading 6.8)</p>	<p>Customer 4 (YOU ARE IN CRISIS!!) (Female) Personality: Scared, depressed, lacks self-esteem Career Interest: Unsure of her career direction Physical Affect: Closed-timid; avoids eye contact; quiet voice; shakes and cries when pressed to talk about personal situation Barrier(s): In very abusive marriage, fears for her own safety and that of her two young children</p>
<p>Customer 5 (Male) Personality: Eager to work in sales, slightly over-confident in abilities Career Interest: Sales position/industry Physical Affect: Loud and exuberant; excessively talks with hands, fidgets; leans toward CM and maintains excellent eye contact Barrier(s): Lacks work experience and transportation</p>	<p>Customer 6 (YOU ARE IN CRISIS!) (Male) Personality: Happy and friendly Career Interest: Wants to work in retail management Physical Affect: Open; outgoing and easy to talk to; smiles Barrier(s): Homeless (living in homeless shelter with his wife and three children)</p>
<p>Customer 7 (Male) Personality: Reserved, cold, and haughty; feels “above” being here with “them” Career Interest: Unsure of a clear career interest due to unwillingness to share information Physical Affect: Arrogant; closed-snobby; makes racist/sexist comments either about the CM (if different) or as us/them (if similar); remarks how all the jobs go to “them”; does not share personal information easily Barrier(s): racist/sexist attitude; mental health issues (anxiety, paranoia)</p>	<p>Customer 8 (YOU ARE IN CRISIS!) (Male) Personality: Friendly and chatty but very erratic; excessive over-sharer of non-drug-related personal information (drug use is not easily admitted to) Career Interest: Has no expressed interest in any particular career over another Physical Affect: Very erratic conversation, cannot stick to a topic long enough to finish a sentence; spaced out; fidgets; cannot maintain eye contact or even focus on any particular spot in room; does not admit drug use in addition to methadone unless <i>really</i> pushed Barrier(s): opiate abuser being treated with methadone but still using opiates as well</p>

Customer 9 (Female)

Personality: Outgoing and friendly; easy-going

Career Interest: Anxious to start new job as

Personal Assistant to prominent, stylish
businesswoman

Physical Affect: Smiles, open and happy to discuss
job prospects; embarrassed and hesitant to admit
lack of appropriate clothing (afraid new employer
will find out)

Barrier(s): lacks appropriate clothing for desired
work, too embarrassed to ask for help

Customer 10 (Female)

Personality: Friendly but quiet

Career Interest: Anxious to look for new work as a
CNA after recent back surgery

Physical Affect: Open but quiet; maintains modest
eye contact; answers questions in detail without
over sharing; cannot sit still for long (trying to get
comfortable in chair); obviously in discomfort;
moves gingerly

Barrier(s): back injury with permanent weakness
prevents customer from performing duties of the
job (lifting and supporting patients) and presents
possible injury to self and patient if ignored