**1.5 I can follow instructions and act accordingly to requests**

Please see the following examples of things I have recently been asked to do at work and how I have acted accordingly.

* Recently I was allocated some new people at work to mentor. As a result I have spent time with them, imparting the knowledge and experience that I have, and answered any questions they have for me. If I’ve needed help I have sought it appropriately, and as a result my mentees are doing well.
* As a senior member of staff I was often asked to cover for my colleagues when they were otherwise unavailable. In response to this I replaced their name with mine where appropriate, and handled queries on their behalf. I only liaised with them when it was necessary, which freed them time to do what they needed to.
* After making suggestions for improving satisfaction on our email survey results, I was asked by an Operations manager at work to re-design our email signature. I worked on this both in work time and in my own time to ensure that what I provided was worthy of taking a look at. I have been told this looks promising.
* With experience being a senior member of staff I was asked to share how my team was performing with them. In response to this I spent some of my own time making up an excel sheet with functions which gave the total and average for various measures. This has been positively received by my colleagues, my team leader, as well as other team leaders who expressed an interest in using what I had produced.
* I was asked by an Operations manager to make myself available for a meeting with someone senior in another organisation, to discuss customer service. I therefore made sure I was dressed appropriately and meted for a short time with my colleague in advance of the third party joining. The effect of which was to make us much more prepared for speaking to them, and that we looked presentable. More meetings are ahead.