

Attitude is Everything

The new Giant on Wisconsin Avenue in northwest DC is bright, colorful, and inviting. And the helpful smile of Courtesy Clerk Charlene Taylor makes the checkout lanes a little brighter and a bit more welcoming to pass through. Charlene is a person with disabilities. Supported by RCM of Washington, she has been employed as a bagger at the grocery store since it opened last year. Self-described as friendly and polite, characteristics that are obvious the moment you see her in action, she takes the train to work for a five hour shift, four to five days a week depending on store needs. Her favorite part of the job is helping the customers because “they’re fun,” even the ones who can be “mean” at times—Charlene just pours on the politeness and bags as quickly as she can. She gives the job the best she has to offer, which aligns perfectly with the philosophy of Store Manager David Grove.



Like most employers, Grove looks for employees who will represent the company and the store well. With Giant 38 years, Grove has one request of employees: “I ask that all employees give 100 percent of what they can do to job; and that 100 percent looks different for each employee.” Reliability and the ability to interact well with customers are key ingredients for working in the grocery business. Grove commented that employers who focus on hiring people that are willing to give their all to the job should be able to look past any perceived limitations “to see to it that employees are placed in positions where they can be successful and make the company successful too.”

Charlene really enjoys working at Giant. To her, her colleagues and manager are “good people, they help me if I need it.” And the paycheck isn’t too bad either. She offers some sound advice to people with disabilities for getting and keeping a job: “Go to work every day with a good attitude; without it, you won’t last long.”

