



### Volunteer Case Study (Oct 2023)

Name:	PAM WILLIS.
Month/Year Joined:	20
Location:	Centre / Galashiels / Hawick / Duns / <u>Kelso</u>

<b>Why did you want to volunteer with Borders Pet Rescue?</b>
love working with people, now I'm retired after many years nursing, I had a gap to fill I love all animals and fully support the ethic behind.
<b>What do you do when volunteering at your chosen shop/ Centre?</b>
Sorting clothing Steaming Till work. Assist customers when required.
<b>What skills have you developed/ learnt during your time volunteering?</b>
People skills, working on the till experience in retail
<b>What's your favourite part volunteering for Borders Pet Rescue?</b>
The people, both other volunteers but also customers who leave satisfied with their purchase. I do take pride in the shop looking tidy, clean and attractive to the eye.

Many thanks for taking the time to complete this case study, please confirm that you would be happy for us to use this information on the Borders Pet Rescue website to highlight and celebrate what our volunteers mean to us by ticking this box