

INTERNAL
COMMUNICATION FORM
DEPARTMENT OF HUMAN SERVICES

Suspense: May 16, 2016

Subject: Quality Client Service – OAHU

Originator: W. Ikemori 6-4971

To: SOs, DAs

From: PERS

Date: 04/26/16

Memo No. 1

PERS is pleased to announce a newly updated course offering entitled "Quality Client Service." This course will provide participants the fundamentals of serving clients, present practical exercises to help identify/handle various personality types and offer helpful tools to aid staff in providing quality client service.

FOR: All employees.

DESCRIPTION: Participants will learn how to develop and maintain a positive attitude, build rapport with clients, interpret non-verbal communication, and provide proper face-to-face service.

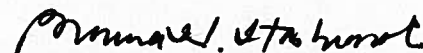
SCHEDULE: Session: (QCS0616) June 7, 2016
Time: 8:00am to 12:00pm
Place: Queen Liliuokalani Building, Conference Rooms 1 & 2

REGISTRATION: Please submit a prioritized list of applicants on the attached DHS 104 form **no later than the suspense date above.**

COST: None.

PARKING: Participants need to arrange parking through their respective Branch/ Division Administration. Carpooling or use of public transportation is also encouraged.

ACCOMMODATIONS: Requests for accommodations (e.g., sign or other language interpreter, large print materials, van accessible parking) must be received by PERS-TS no later than **ten (10) working days** prior to this training event. If you have questions regarding registration procedures, please contact Pauline Chun at 586-4970/ 586-4959 (TTY). **Although each DHS office will try to fill your request, resources are limited. If a resource is not available, an alternative method will be used to meet your need.**



PERS

c: DIR