

INTERNAL

COMMUNICATION FORM

DEPARTMENT OF HUMAN SERVICES

Suspense: 07/20/16

Subject: QUALITY CLIENT SERVICE – OAHU

Originator: W. Ikemori 6-4971

To: SOs/DAs

From: PERS

Date: 06/29/16 Memo No. 1

PERS is pleased to announce the next session of the Quality Client Service Workshop. 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.

FOR: All employees

OBJECTIVE: This course will give participants the basics of customer service, practical exercises in identifying and handling various personality types and helpful tools for providing quality public service for clients.

SCHEDULE: Date: QCS0216 Wednesday, August 10, 2016  
Time: 8:00 am to 12:00 pm  
Place: Queen Liliuokalani Building, Conference Rooms 1 & 2

REGISTRATION: Please submit a prioritized list of nominees on the attached DHS 104 form by suspense dates listed above. Please note that class size is limited.

COST: None

PARKING: Participants should arrange parking through their respective Branch/Division Administration.

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 10 working days prior to this event. Please contact Pauline Chun at 586-4970, 586-4959 (TTY) if you have questions regarding registration procedures or accommodations. 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.

*Princess. Stehinetz*

PERS

cc: DIR