

**INTERNAL
COMMUNICATION FORM**
DEPARTMENT OF HUMAN SERVICES

Suspense: 09/08/16

Subject: QUALITY CLIENT SERVICE TRAINING - OAHU

Originator: W. Ikemori/PERS-TS
6-4971

To: SOs, DAs

From: PERS

Date: 08/17/16

Memo No. 1

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

DESCRIPTION: 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.

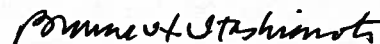
SCHEDULE: Session: QCS0916
Date: Thursday, September 29, 2016
Time: 8:00 am to 12:00 pm
Place: Queen Liliuokalani Building, Conference Rooms 1 & 2

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

COST: None

PARKING: Participants should arrange parking through their respective branch or 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 or 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.



PERS

cc: DIR