

**INTERNAL  
COMMUNICATION FORM**  
DEPARTMENT OF HUMAN SERVICES

Suspense:  
Session: QCS0318 02/22/18

Subject: QUALITY CLIENT SERVICE TRAINING - OAHU

Originator: R. Honjo/PERS-TS  
x-64972

To: SOs, DAs, EDIRs

From: PERS

Date: 2/01/18

Memo No. 1

PERS is pleased to announce the next "Quality Client Service" training class. 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 half-day course will provide 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: QCS0318 Thursday, March 15, 2018  
Time: 8:00 am to 12:00 pm  
Place: Queen Liliuokalani Building, Conference Rooms 1 & 2

**REGISTRATION:** 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.

Request 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 working days prior to this event. Although each DHS office will try to fill your request, resources are subject to availability. If a resource is not available, an alternative method will be used to meet your need(s). Please contact Pauline Chun at 586-4970 or 586-4959 (TTY) if you have questions regarding registration procedures or accommodations.



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Attachment  
c: DIR