

AGENDA  
*CUSTOMER SERVICE SPECIALIST*

**DAY ONE**

- 8:00 Registration**
- 8:30 Welcome and Introductions**
- 8:45 Introduction**
- We Don't Have Customers, Do We?
  - Group Discussion Activity
  - Working in the Business of Providing Housing Services
- 10:15 Break**
- 10:30 Introduction (continued)**
- The Basic Elements of Excellent Service
  - Basic Customer Needs
  - Top-down Customer Service
  - Two Types of Agencies
- 12:00 Lunch (on your own)**
- 1:00 Mission, Vision, and Customer Service**
- Barriers to Customer Service
  - Systems Vs. Individual Performance
  - Service Within And Between Departments
  - Customer Service Points of Contact
  - Verbal Communication Skills and Customer Service
- 2:30 Break**
- 2:45 Mission, Vision, and Customer Service (continued)**
- Giving Good Customer Service When You Can't Say "Yes"
  - Dealing With Upset People
  - Customer Service and Confidentiality
  - Community Relations
- 5:00 End of Day One**

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**DAY TWO**

- 8:00 Non-discrimination in Customer Service**
- Language Barriers
  - Prohibition Against Differential Treatment and Discriminatory Effects
  - Actions Against Private Landlords who have Illegally Discriminated
  - Other State and Local Fair Housing Laws
  - Participants with Disabilities
- 10:15 Break**
- 10:30 Non-discrimination in Customer Service (continued)**
- An Overview of Federal Disability Discrimination Laws
  - Principles of Assistance to People with Disabilities
  - Etiquette for Interviewing People With Disabilities
  - What You Cannot Ask an Applicant
  - What You Can Ask
- 12:00 Lunch (on your own)**
- 1:00 Individual Working Styles**
- Customer Service Policy/Plan**
- Learning Activities**
- Style Self-Evaluation Questionnaire
  - Customer Service Self Evaluation
  - Customer Service Action Plan
- 2:30 Break**
- 2:45 Learning Activities (continued)**
- Housing Agency Evaluation
  - Owner Survey
- Certificates of Participation Awarded**
- 5:00 End of Seminar**