



Texas NAHRO Service Office
 12246 FM 1769, Graham, TX 76450
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TEXAS NAHRO TRAINING



CUSTOMER SERVICE

Provided by Nan McKay and Associates
 September 18 – 19, 2018

Success in the administration of the public housing program is achieved by obtaining the maximum occupancy rate while maintaining the public housing asset and creating a safe and comfortable living environment that supports and encourages residents to work toward economic self-sufficiency. This seminar presents ideas and strategies to improve customer service delivery in housing programs of individual staff, management, and the organization as a whole

Upon completion of HCV and Public Housing Customer Service, you should be able to: Improve the quality of customer service at the points of contact, identify agency and community barriers to customer service and make strategies to remove them, identify components to develop a "Customer Service Policy", apply ideas and tools to improve the quality of service delivery and job satisfaction, and improve community relationships to further advance the PHA's housing goals in the context of the PHA Plan.

DAILY AGENDA

DAY 1

- 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
 - Listening Style Inventory Exercise
 - Customer Service and Confidentiality
 - Community Relations
- 5:00 End of Day 1

DAY 2

- 8:00 Non-discrimination in Customer Service
 - Language Barrier
 - Prohibition Against Differential Treatment and Discriminatory Effects
 - Actions Against Private Landlords Who Have Illegally Discriminated in HCV
 - 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 Program Assistance To 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

TRAINING LOCATION:
 Dallas Housing Authority
 3939 N Hampton Road
 Dallas, TX 75212

SUGGESTED HOTEL ACCOMADATIONS:
 Embassy Suites/Dallas Market Center
 2727 N Stemmons Freeway
 Dallas, TX 75207 PH: 214-630-5332
 Honors Government Rate
PROVIDES FREE: Breakfast/Evening
 Reception/Parking/Shuttle

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CUSTOMER SERVICE TRAINING FEE

- Member \$500
 Non Member \$600

CERTIFICATE OF PARTICIPATION AWARDED



REGISTRATION FORM

Name _____
Agency _____
Address _____
City, State, Zip _____
Email _____
Phone _____
Fax _____

PAYMENT INFORMATION

AMOUNT \$ _____

Check # _____ (Make checks payable to Texas NAHRO)

(NOTE: There will be a \$5.00 processing fee on credit card payments)

Credit Card # _____ Exp Date _____ Security Code _____

Name on card _____

Billing address _____

City/state/zip _____

Contact person _____

Contact phone _____

TXNAHRO Cancellation and Refund Policy:

To receive a refund of your registration fees, written notice of cancellation must be received 30 days prior to the training; a \$50 processing fee will be assessed. Cancellations received within 30 days of the training will not be refunded. The agency may send a substitute attendee if the original registrant cannot attend.

No exceptions will be made to this policy.

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