

AGENDA
CUSTOMER SERVICE IN THE HCV PROGRAM

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
 - Listening Style Inventory Exercise
 - 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)**
- The Unique Role of the HCV Program
 - An Overview of Federal Disability Discrimination Laws
 - Principles of HCV Program 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**