

*The Section 8 Administrators Association Presents:*  
**An In-Person Two-Day Training**

**Improving Customer Service Delivery  
and Ensuring PHA Job Safety and  
Satisfaction**



Patti Zatarian-Menard, Senior Associate

|                         |   |
|-------------------------|---|
| <b><u>Location:</u></b> | Four Points by Sheraton<br>1125 Boston-Providence Turnpike, Norwood, MA 02062 |
| <b><u>Date:</u></b>     | October 27 and 28, 2022   |
| <b><u>Time:</u></b>     | 8 am to 5 pm  |
| <b><u>Fee:</u></b>      | \$350 per member                      \$700 per non member                    |

**The session will run from 8:00-5:00 with a break for lunch and time reserved for questions, discussion and networking. Morning coffee, Lunch and Training Manual included.**

**THE TRAINING WILL COVER THE FOLLOWING TOPICS:**

- Understanding the context and struggles of customers
- Improving staff retention and satisfaction
- Developing self-care strategies for staff
- Dealing with upset customers
- Interviewing persons with disabilities
- Creating a customer service environment
- Ensuring a Fair Housing Environment

## LEARNING OUTCOMES

Upon completion of this **Customer Service Training**, staff should be able to:

- Improve the quality of customer service at the points of contact in the housing choice voucher and public housing programs
- Identify agency and community barriers to customer service and develop strategies to remove them
- Assess the PHA's service delivery, identify its strengths and vulnerabilities, and develop an action plan accordingly
- Identify the necessary components to develop a customer service policy
- Apply ideas and tools to improve the quality of service delivery and job satisfaction
- Improve community relationships to further advance the PHA's housing goals in the context of the PHA plan

## WHO SHOULD ATTEND?

Occupancy staff, their supervisors and directors, and all employees who interact with applicants and participants as part of their regular job duties

## Registration Form

October 27<sup>th</sup> and 28<sup>th</sup>, 2022

**Improving Customer Service Delivery and Ensuring PHA  
Job Safety and Satisfaction Training**, Includes Training Manual

**\*\*In Person\*\*** 8am- 5pm

*(with morning coffee service and lunch included)*

**\$350 Member or \$700 Non-Member**

(All attendees from one agency can be listed on this form) Multiply cost by number of attendees

|                             |
|-----------------------------|
| Member: (yes or no)         |
| Name(s)                     |
| Agency                      |
| Phone                       |
| Email(s)                    |
| Total # of Registrations:   |
| Amount due to Section 8 AA: |

**No refunds will be granted to anyone who registers but fails to attend the training or who cancels after October 21, 2022**

### **How do I register?**

**EMAIL/SCAN REGISTRATION FORMS TO:** Jasmin Jean-Louis, Melrose Housing Authority at [S8AAssociation@gmail.com](mailto:S8AAssociation@gmail.com)

### **How do I pay?**

**PLEASE NOTE OUR NEW ADDRESS FOR CHECKS. PLEASE INFORM YOUR FINANCE DEPT.**

Please make checks payable **only** to:

SECTION 8 ADMINISTRATORS ASSOCIATION,  
C/O Burlington Housing Authority,  
15 Birchcrest Street,  
Burlington, MA 01803