

# Mass Workforce Issuance

100 DCS 14.169

☐ Policy☒ Information

**To:** Chief Elected Officials  
Workforce Development Board Chairs  
Workforce Development Board Directors  
Title I Administrators  
Career Center Directors  
Title I Fiscal Officers  
DCS Operations Managers

**From:** Alice Sweeney, Director  
Department of Career Services

**Date:** January 20, 2017

**Subject:** Customer Service and Interview & Assessment Training

**Purpose:** To notify Local Workforce Boards, One-Stop Career Center Operators, and other local workforce development partners of the upcoming training on Customer Service and Interview/Assessment.

**Background:** Exceptional customer service is critical to insure the success of Career Centers and its customers. The **Customer Service** session will cover customer service basics, value of service, effective customer service tools, customer interactions, and easy-to-learn skills for creating and maintaining relationships with customers to increase customer retention and satisfaction. The **Interview & Assessment** session will cover the basics of interviewing a customer during a one-on-one session, assessing their needs, addressing bias, and triage for next steps to connect the customer to the appropriate Career Center services. Dates and locations include:

Date/Time	Training	Location	Seats	Online Registration
Wed Mar. 1 9-12	<i>Customer Service</i>	<a href="#">Employment and Training Resources</a> 1671 Worcester Rd, Framingham, 01701	15	<a href="https://www.eventbrite.com/e/customer-service-training-framingham-tickets-31153757728">https://www.eventbrite.com/e/customer-service-training-framingham-tickets-31153757728</a>
Wed Mar. 1 1-4	<i>Interview &amp; Assessment</i>	<a href="#">Employment and Training Resources</a> 1671 Worcester Rd., Framingham, 01701	15	<a href="https://www.eventbrite.com/e/customer-interview-assessment-framingham-tickets-31159255171">https://www.eventbrite.com/e/customer-interview-assessment-framingham-tickets-31159255171</a>
Tue Apr. 11 9:30-12:30	<i>Customer Service</i>	<a href="#">FutureWorks</a> 1 Federal St, Springfield, 01105	15	<a href="https://www.eventbrite.com/e/customer-service-training-springfield-tickets-31289017293">https://www.eventbrite.com/e/customer-service-training-springfield-tickets-31289017293</a>
Tue Apr. 11 1-4	<i>Interview &amp; Assessment</i>	<a href="#">FutureWorks</a> 1 Federal St, Springfield, 01105	15	<a href="https://www.eventbrite.com/e/customer-interview-assessment-springfield-tickets-31289483688">https://www.eventbrite.com/e/customer-interview-assessment-springfield-tickets-31289483688</a>

**Action**

**Requested:** Please share this issuance with all RESEA Specialists and other appropriate career center staff and ensure that they register for this training. Staff must register for this training by clicking on the appropriate course link located above through Eventbrite. Please have each individual attendee 'register' separately for the training so we have everyone's name and contact information. Also, please:

- Assure appropriate staff register in advance
- Attendees arrive on time as training sessions will begin promptly

In case of inclement weather, please call the Adverse Weather number at **617-626-6277**. If the agency is closed, then training will be canceled. If public schools in the city or town where the training is being held are canceled, then the training is canceled and will be rescheduled. In that instance, please report to your regular assigned Career Center unless otherwise directed by the Adverse Weather line instructions.

**Inquiries:** Please direct all questions to David Ledonne at [David.Ledonne@MassMail.State.MA.US](mailto:David.Ledonne@MassMail.State.MA.US). Reference this Mass Workforce Issuance number in your inquiry.