



# Workforce Issuance

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☐ Policy ☒ Information

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**To:** Chief Elected Officials  
MassHire Workforce Board Chairs  
MassHire Workforce Board Directors  
Title I Administrators  
Masshire Career Center Directors  
Title I Fiscal Officers  
MDCS Operations Managers

**cc:** WIOA State Partners

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

**Date:** December 6, 2018

**Subject:** Customer Service Training

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**Purpose:** To notify MassHire Workforce Boards, MassHire Career Center Operators, and other local workforce partners of upcoming Customer Service training.

**Background:** A focus on customer service is critical to ensuring the success of MassHire Career Centers and their customers. The Customer Service training will cover customer service basics, value of service, effective customer service tools, how to handle difficult customer interactions, easy-to-learn skills for creating and maintaining relationships with customers to increase customer satisfaction, and skills for living the MassHire brand.

**Action**

**Requested:** Please share this issuance with appropriate MassHire Career Center staff and ensure that they register for this training.

Staff must register for this training in advance through EventBrite by clicking on the appropriate Customer Service training link located at:

<https://www.mass.gov/service-details/mdcs-customer-service-training>

Two dates and locations are available and will run from 9:00am to 1:00pm.  
Please ensure attendees arrive on time as training sessions will begin promptly.

In case of inclement weather, please call the MassHire Department of Career Services Training and Meeting Message Line at **617-626-5250**.

- If the MassHire Department of Career Services is closed, then the 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. In that instance, please report to your regularly assigned MassHire Career Center unless otherwise directed by the Training and Meeting Message Line.

**Effective:** Immediately

**Inquiries:** Please direct all questions to David Ledonne at [David.Ledonne@detma.org](mailto:David.Ledonne@detma.org).  
Please reference this MassHire Department of Career Services Workforce Issuance number in your inquiry.