



# 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  
MassHire DCS Operations Managers

**cc:** WIOA State Partners

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

**Date:** September 12, 2019

**Subject:** Customer Service Training

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

**Background:** A focus on customer service is critical to ensuring the success of MassHire Career Centers and their customers. This Customer Service training will cover:

- Customer service basics;
- How assumptions and biases effect customer service;
- Creating a customer friendly environment;
- How to handle difficult customer situations;
- Tips for de-escalation

This training session will be held from 9:00 a.m. to 1:00 p.m. at the MassHire Springfield Career Center on Wednesday, September 25, 2019.

Staff must register for this training in advance through EventBrite by clicking on the appropriate Customer Service Training link located on the Workforce System Staff Training page on Mass.gov:

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

Attendees are encouraged to arrive on time as the training will begin promptly. In case of inclement weather, or to check if there have been any training cancellations, please call the MassHire Department of Career Services Training and Meeting Message Line at 617-626-5250.

**Action**

**Required:** Please share this issuance with appropriate staff and ensure they register for this training.

**Effective:** Immediately

**Inquiries:** Please direct all questions to David Ledonne at [David.Ledonne@detma.org](mailto:David.Ledonne@detma.org). Please reference this issuance number in your inquiry.