

# Excellence in Customer Service (e-Learning)

Provided by National NAHRO

Sponsored by NE NAHRO

**Tuesday, April 13, 2021**

**1:30 pm to 4:00 pm CT**

and **Wednesday, April 14, 2021**

**1:30 pm to 4:00 pm CT**

## Description

Customer service is the deciding factor in whether or not an agency meets its bottom line every month. Effective communication not only improves relationships and results externally with agency clients, but internally with agency staff. This one-day training program will focus on the new wave of customer service and how perfecting the details of communication can make your agency's customer service excellent. Public Housing is no longer the housing of last resort. Through efficient customer service, you can help make that idea a reality. Filled with continuous classroom interaction, this is one session you do not want to miss!

## Who Should Attend

Every staff member of the agency is recommended to take this course. Excellent customer service should happen at every level.

## Objectives

- Recognize elements of communication that you must improve for yourself;
- Understand how effective customer services affects the fiscal health of an agency

NAHRO Continuing Education Units (CEU's)

Training Completion = 0.25



## Trainer

**Clifton Martin, PHM, SPHM and Real Estate Sales License (Maryland)**, is the Executive Director of the Anne Arundel County Housing Commission in Maryland. He has been working at the Commission since 1993, with a focus on Management, Operations, and the Housing Choice Voucher Program. He supervises over 40 staff persons and oversees the daily operations of four departments. Mr. Martin was a Property Manager for Oxford Realty Services and American Property Management prior to his tenure at the Housing Commission. He is a NAHRO faculty member currently teaching Public Housing Occupancy, Section 8 Occupancy, and Sharpening Your Skills: A Housing Manager's Workshop, Workshop for Executive Directors, Eligibility, Income and Rent Calculation, and Earned Income Disallowance. Additionally, he has assisted NAHRO with on-site technical assistance and developed personalized training for housing agencies in Bradenton, FL, Covington, KY and for various state chapter conferences throughout the United States.

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**Registrations must be received by March 30, 2021.**

Copy this form for each additional registration. A separate form is required for each person.  
Please print legibly so we are able to register your name correctly.

Name: \_\_\_\_\_

Attendant Email: \_\_\_\_\_

Housing Authority: \_\_\_\_\_

Housing Address: \_\_\_\_\_

Housing Contact and Phone Number: \_\_\_\_\_

**Training Registration Price (includes training material)**

\_\_\_\_\_ \$125 NE NAHRO Member

\_\_\_\_\_ \$200 Non NE NAHRO Member

Check # \_\_\_\_\_ Amount \$ \_\_\_\_\_

**\*\*For the webinar, the participant is recommended to use a full functioning Windows 10 PC for the best experience. Using alternative devices such as a MacBook, iOS or Android tablet or smartphone, or a Chrome book is not recommended, as the participant might have technical challenges or limitations with these devices.**

**Cancellation and Refunds:** To receive a refund of your registration fees, written notice of cancellation must be received 30 days prior to the training. Cancellation received within 30 days of the training will not be refunded. The agency can send a substitute attendee if the original registrant can't attend. No exceptions will be made.

**For questions, please contact**  
**Renee Williams at [sc40406@windstream.net](mailto:sc40406@windstream.net) (402) 367-3587**  
**Patti Reick [clarksonha@hotmail.com](mailto:clarksonha@hotmail.com) (402) 352-2431**

Mail Check and Registration Form to:  
**NE Chapter of NAHRO**  
**% Heather Looper**  
**9131 Mustang Drive**  
**Lincoln, NE 68507**