



CHARTER OAK
COMMUNITIESSM

June 17, 2016

Ms. Donna M. Loglisci
Town Clerk
City of Stamford
888 Washington Blvd.
Stamford, CT 06902

Dear Ms. Loglisci:

This is to notify you that the special Board Meeting of the Housing Authority of the City of Stamford d/b/a Charter Oak Communities is scheduled for Monday, June 20, 2016 at 4:15 p.m. at 22 Clinton Avenue, Stamford, CT in the second floor conference room. The agenda for the meeting is attached.

If you have any questions, please feel free to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read 'V. Tufo', with a long horizontal line extending to the right.

Vincent J. Tufo
Executive Director and CEO

Attachment

Agenda

Human Resources Committee Meeting

June 20, 2016

4:15 PM

1. Management Development and Employee Program Training Feedback

June 10: Presentation Skills – (10 Employees)

June 16 & 17: Customer Service Excellence for Managers and Supervisors

Learning Outcomes:

- Explore what it takes to treat every customer or client as a welcomed guest
- Evaluate the Four Moments of Truth in service experiences
- Apply service behaviors to provide “Moments of Mastery”
- Apply the five Be Our Guest standards to customer case studies
- Practice the art of receiving guests
- Apply “magic words” and phrases to differentiate your service
- Understand the impact of your attitude to create service excellence experiences
- Identify special personal action steps to promote “Be Our Guest Service Excellence”
- Develop strategies and action plans for applying skills back on the job

2. Recruitment Summary