

ANA OLIVERAS

Customer Service

My internship: NYC HPD

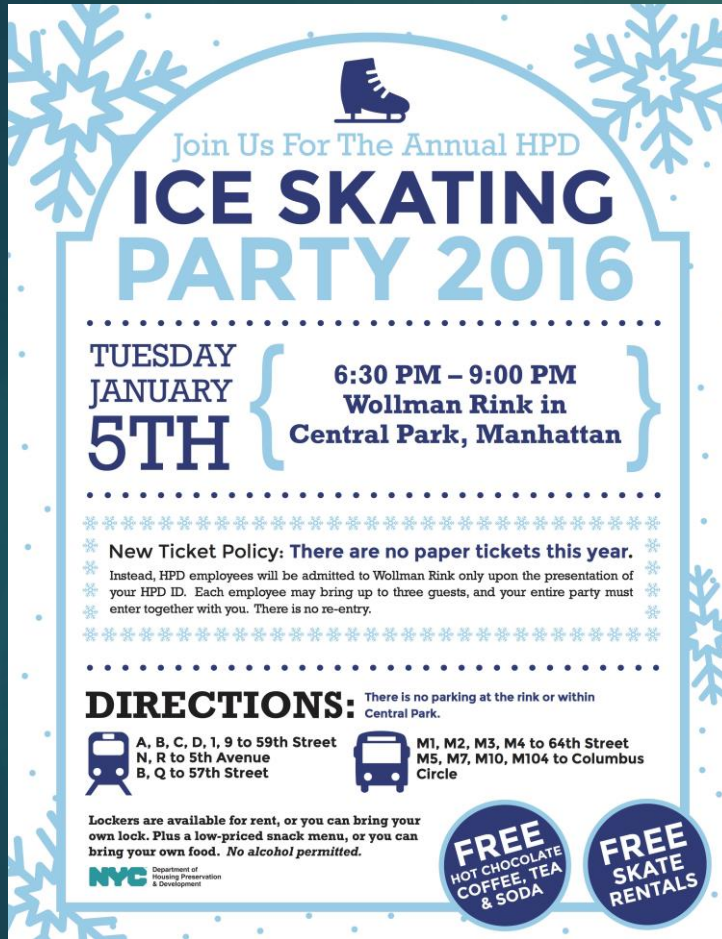


So why would HPD need a graphic designer intern?



1. The company “let go” their entire design department. (Politics and money reasons)
2. There is a big need (too many requests for flyers and banners etc)
3. Their solution is to hire a graphic designer intern for a certain amount of time to do the flyers, banner and whatever the company needs.

So that's what I have been doing...



Join Us For The Annual HPD
ICE SKATING PARTY 2016

TUESDAY JANUARY 5TH { **6:30 PM - 9:00 PM** }
Wollman Rink in Central Park, Manhattan

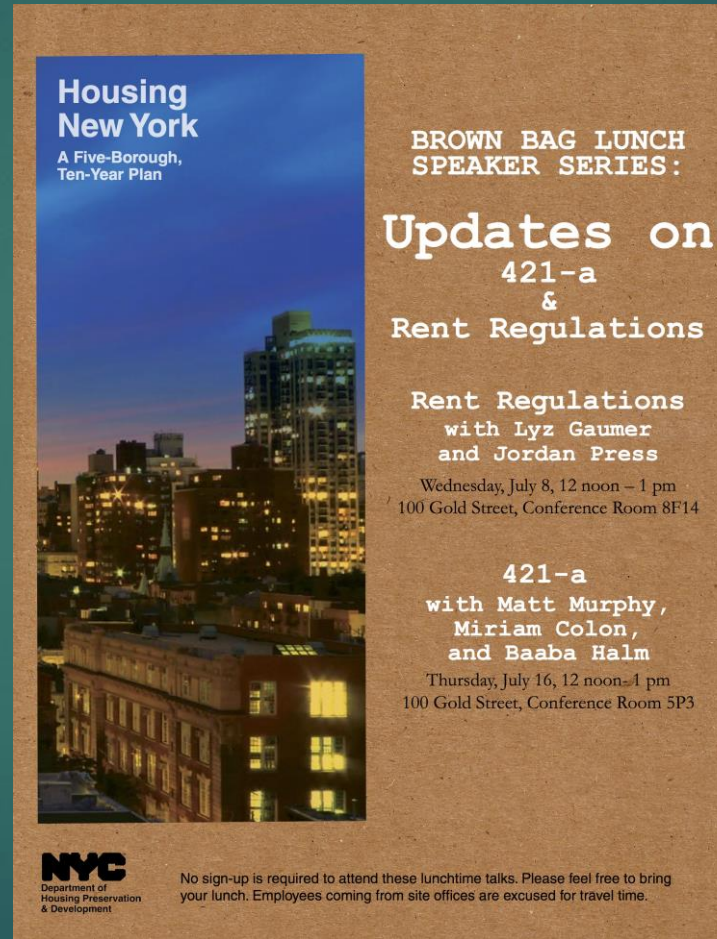
New Ticket Policy: There are no paper tickets this year.
 Instead, HPD employees will be admitted to Wollman Rink only upon the presentation of your HPD ID. Each employee may bring up to three guests, and your entire party must enter together with you. There is no re-entry.

DIRECTIONS: There is no parking at the rink or within Central Park.
 A, B, C, D, 1, 9 to 59th Street
 N, R to 5th Avenue
 B, Q to 57th Street
 M1, M2, M3, M4 to 64th Street
 M5, M7, M10, M104 to Columbus Circle

Lockers are available for rent, or you can bring your own lock. Plus a low-priced snack menu, or you can bring your own food. No alcohol permitted.

FREE HOT CHOCOLATE COFFEE, TEA & SODA
FREE SKATE RENTALS

NYC Department of Housing Preservation & Development



Housing New York
 A Five-Borough, Ten-Year Plan

BROWN BAG LUNCH SPEAKER SERIES:

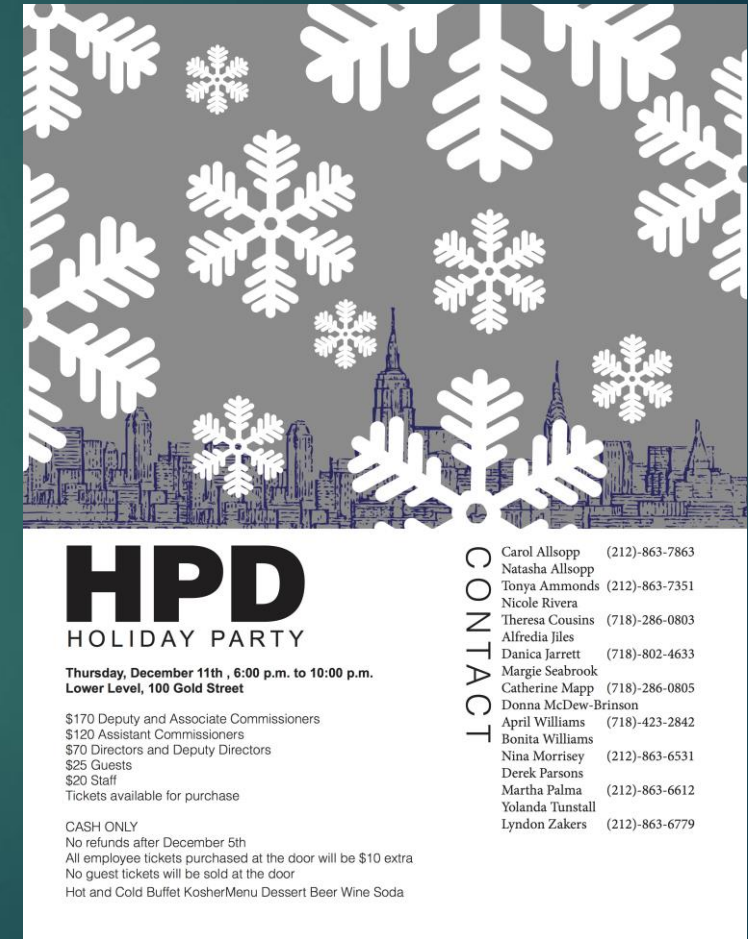
Updates on 421-a & Rent Regulations

Rent Regulations with Lyz Gaumer and Jordan Press
 Wednesday, July 8, 12 noon - 1 pm
 100 Gold Street, Conference Room 8F14

421-a with Matt Murphy, Miriam Colon, and Baaba Halm
 Thursday, July 16, 12 noon-1 pm
 100 Gold Street, Conference Room 5P3

NYC Department of Housing Preservation & Development

No sign-up is required to attend these lunchtime talks. Please feel free to bring your lunch. Employees coming from site offices are excused for travel time.



HPD HOLIDAY PARTY

Thursday, December 11th, 6:00 p.m. to 10:00 p.m.
Lower Level, 100 Gold Street

\$170 Deputy and Associate Commissioners
 \$120 Assistant Commissioners
 \$70 Directors and Deputy Directors
 \$25 Guests
 \$20 Staff
 Tickets available for purchase

CASH ONLY
 No refunds after December 5th
 All employee tickets purchased at the door will be \$10 extra
 No guest tickets will be sold at the door
 Hot and Cold Buffet Kosher Menu Dessert Beer Wine Soda

CONTACT

Carol Allsopp	(212)-863-7863
Natasha Allsopp	
Tonya Ammonds	(212)-863-7351
Nicole Rivera	
Theresa Cousins	(718)-286-0803
Alfredia Jiles	
Danica Jarrett	(718)-802-4633
Margie Seabrook	
Catherine Mapp	(718)-286-0805
Donna McDew-Brinson	
April Williams	(718)-423-2842
Bonita Williams	
Nina Morrissey	(212)-863-6531
Derek Parsons	
Martha Palma	(212)-863-6612
Yolanda Tunstall	
Lyndon Zakers	(212)-863-6779

I received more responsibilities
thought Good Customer Service.



You might have to teach some of the basics to a client who doesn't know graphic design.



Points of Good Customer Service

- Be kind and respectful
- Ask questions when you don't understand the client's idea
- Ask for help
- Be patience
- Be a good listener.. What are your customers/clients telling you without saying it?
- Clear Communication Skills
- Time Management Skills



**This is my presentation
Thank You for your Time**

Any questions?