



April 18, 2019

MEMORANDUM

TO: Title III & VI Senior Center Employees
Invited Guests and Speakers

FROM: Maria Dadgar, MBA, ITCA Executive Director *MD*

SUBJECT: Title III DAARS Training Announcement

The Inter Tribal Council of Arizona, Inc., Area Agency on Aging, Region 8, will be hosting a Title III & VI Customer Service Training on **Tuesday, May 21, 2019**. The meeting information is listed below:

Where: Desert Diamond Hotel & Casino
7350 S. Nogales Highway, Tucson, AZ 85756

What: Title III & VI Customer Service Training - See attached agenda for meeting items

Who: Title III & VI Senior Center Staff & ITCA-AAA Staff

Please have your training participant(s) complete the Title III & VI Customer Service Training Registration Form and send to Heidi Robertson, Nutrition/Program Analyst (Heidi.Robertson@itcaonline.com) by Friday, May 3, 2019. This training is limited to 25 individuals.

The Desert Diamond Hotel & Casino has a limited number of rooms blocked for meeting attendees during the nights of May 20-22, 2019. The room type is based on availability and the room rates are approximately: **Hotel Room \$89.00 + Tax \$13.35 = \$102.35**. All reservations must be guaranteed with a major credit card and there is a **refundable \$50 security deposit** when using a card and **\$100** when using cash is required upon check-in. Each participant is responsible for making their own room reservation and asking for the group discount code: **ITCA Customer Service Training**. Call the hotel directly to reserve a room by **May 6, 2019** at **866-332-9467** or use the following website link: <https://reservations.travelclick.com/14819?groupID=2521218#/guestsandrooms>.

Please contact me, or Ms. Heidi Robertson, AAA Nutrition/Program Analyst, at (602) 258-4822 if you have questions. Thank you for your attention on this matter.

Enclosure: Title III & VI Customer Service Training Agenda
Title III & VI Customer Service Training Registration Form
Desert Diamond Casino & Hotel Reservation Flyer

- Ak-Chin Indian Community
- Cocopah Indian Tribe
- Colorado River Indian Tribes
- Fort McDowell Yavapai Nation
- Fort Mojave Indian Tribe
- Gila River Indian Community
- Havasupai Tribe
- Hopi Tribe
- Hualapai Tribe
- Kaibab Band of Paiute Indians
- Pascua Yaqui Tribe
- Pueblo of Zuni
- Quechan Tribe
- Salt River Pima-Maricopa Indian Community
- San Carlos Apache Tribe
- San Juan Southern Paiute Tribe
- Tohono O'odham Nation
- Tonto Apache Tribe
- White Mountain Apache Tribe
- Yavapai-Apache Nation
- Yavapai-Prescott Indian Tribe

ITCA Area Agency on Aging, Region 8
 Title III & VI Customer Service Training
 May 21, 2019 | Desert Diamond Hotel & Casino
 7350 S. Nogales Highway, Tucson, AZ 85756



Tentative Meeting Agenda

<u>Time</u>	<u>Topic of Discussion</u>	<u>Designated Staff</u>
8:00 AM	<i>Welcome & Introductions (Continental Breakfast Provided)</i>	
	Customer Relations: Making the Connection	
8:30 AM	<ul style="list-style-type: none"> • Anticipate Customer Needs • Adapt to Varying Communication Styles • Practice Positive Language Skills • Generational Awareness 	Karen Stafford Employers Council
10:20 AM	<i>Break</i>	
	Customer Service Training Continued	
10:30 AM	<ul style="list-style-type: none"> • Determining My Communication Style (Interactive Activity) 	Karen Stafford Employers Council
12:00 PM	<i>Working Lunch</i>	
	Customer Service Training Continued	
1:00 PM	<ul style="list-style-type: none"> • Navigating Challenging Customer Behaviors • Understand Why People Behave the way They Do • Steps for Dealing with Challenging Behaviors 	Karen Stafford Employers Council
3:00 AM	<i>Break</i>	
	Customer Service Training Continued	
3:15 PM	<ul style="list-style-type: none"> • Identify Action Steps • Determine Critical Follow – Up Steps 	Karen Stafford Employers Council
4:00 PM	<i>Meeting Adjourned</i>	

Heidi Robertson, Nutrition/Program Analyst
 ITCA - Area Agency on Aging, Region 8, 2214 N. Central Ave., Phoenix, AZ 85004
 Ph. (602) 258-4822/Website: www.itcaonline.com



Title III & VI Customer Service Training Registration Form



In order to attend the Title III & VI Customer Service Training on Tuesday, May 21, 2019; please email the registration and waiver forms to Heidi.Robertson@itcaonline.com by Friday, May 3, 2019.

Name: _____ **Date:** _____

Position/Title: _____

Tribe: _____

Senior Center: _____

Phone Number: _____

Address: _____

Photography Disclaimer: By virtue of my signature, I grant full permission to ITCA-AAA, Region 8, to use any photographic image or likeness taken of me during the Title III DAARS Training for any future publications, without obligation or liability to me.

Participant Name: _____ **Date:** _____

Participant Signature: _____

**Application Approved by
Program Director:** _____

Desert Diamond Casino & Hotel

is pleased to welcome the
ITCA Customer Service Training
May 20 - 22, 2019
Rates starting at \$89 + tax

HOTEL AMENITIES

Complimentary Wireless Internet Access
Business Center
Fitness Center – Open 24 Hours
A Variety of Dining Options – One Open 24 Hours

Free Airport Shuttle Service
Refreshing Pool & Hot Tub
Unlimited Gaming Excitement
Concierge Service

IN ROOM AMENITIES

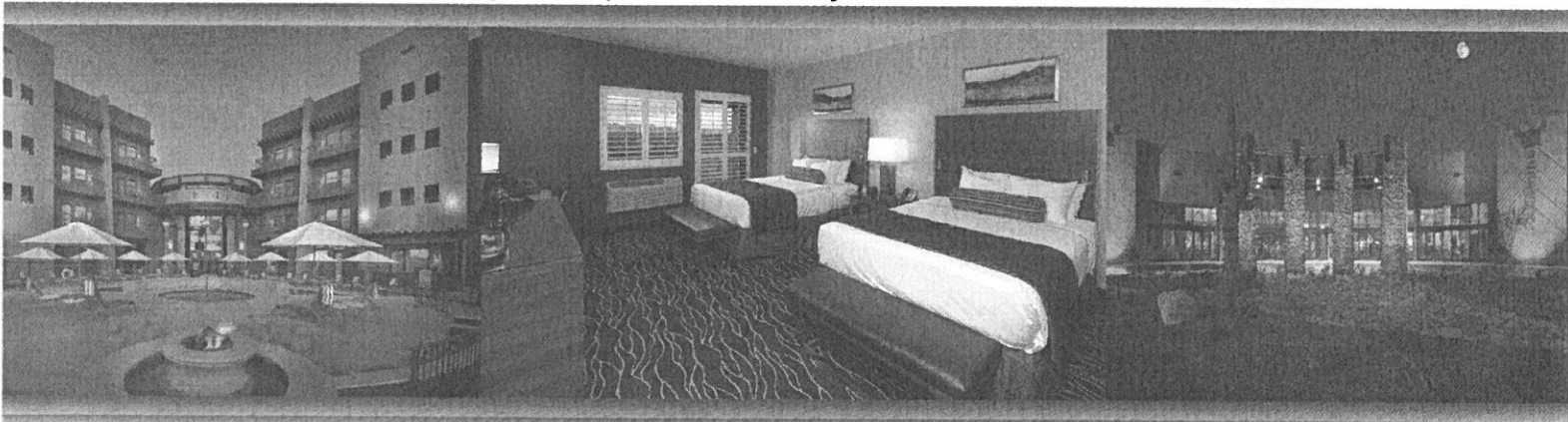
New Double Pillow Top Mattress & Premium Linens
Complimentary Internet Access (Wireless & Data Port)
New Large Work Desk & Dual Line Speaker Phone
Cable TV

In Room Safe (Laptop Size)
Refrigerator & Coffeemaker
Hair Dryer & Make-Up/Shaving Mirror
Iron & Ironing Board

To make reservation, click on the following link:
[ITCA CUSTOMER SERVICE TRAINING](#)

Reservations may also be made by calling 877-777-4212 or 520-342-3012.
Refer to **ITCA Customer Service Training room block.**

Reservations must be made by **May 6, 2019.**
Room availability and special rate may not be available after this date.



Must be 21. Please play responsibly. An Enterprise of the Tohono O'odham Nation.

