

Memo

To: Career Center/Refugee Managers
From: Adult Programs – Welfare Transition
Date: August 21, 2007
Re: Customer Request for Services Form

In order to formally document a customer's request for service, a Customer Request for Services form has been created for use at the Career Centers. This is a customer-driven form, which will serve as a receipt for Career Centers to acknowledge the customer's request for service. The Customer Request for Services form will also serve the purpose of documenting:

- The type of service requested
- When the request was made
- Which Career Center is responsible for providing the service

The form must be reproduced and made available to customers at the Greeter's desk, the Resource Room, and other areas within the Career Center accessible to customers.

Customers who are served or who are seeking to be served under the Welfare Transition, will be required to complete this form each time they request a support service or training.

1. If not initiated by the customer, the Career Advisor must present the form to the customer to complete when he/she is requesting a service.
2. When the customer completes the form, it must be presented to the Career Advisor or center staff, a copy made and the original returned to the customer.
3. The completed form must be kept in the customer's case file.
4. A copy of the completed form must also be forwarded to the SFW Customer Service Unit upon request.

Forms Attached

[Customer Request for Services](#)