

Customer Service Course

2-3 April 2020

The Henry Clay Inn, Ashland, VA

The goal of this customer service class is to create a standard level of knowledge with respect to the laws, policies and procedures that the Treasurer and his/her staff follow and provide useful tools that they can apply in their day to day operations and citizen interactions.

Course: Mandatory for initial certification for Deputy Treasurers
Treasurers may take for points only

For more information see the ***Certification Handbook***.

If you have questions on certification, contact Al Spengler at aws@virginia.edu

Instructors: Scott Grindstaff, Treasurer, Henry County
Scott Miller, Treasurer, Hanover County

Registration Site: <https://commerce.coopercenter.org/ccps/login.php>

Registration Fee: **\$185** Member (TAV and CRAV members)
\$235 Non-Member (all others)

Registration Deadline: **23 March 2020**

Fee includes course materials, lunch day one, breaks, and breakfast both days.

If you need a special meal (vegetarian, vegan, gluten free), please indicate your dietary needs during the registration process in the special dietary or physical accommodation text box. Lunch is not provided on day two as the exam is before lunch!

A \$20.00 processing fee will be assessed for cancellations. No refunds for cancellations received less than 48 hours before the course unless your space is filled. **After you select your event, don't forget to check the box before the class in order to complete your on-line registration.**

Payment: On-line with a credit card
Check, electronic transfer or LPO also accepted

To make payment using a method other than credit card, please print out your registration form and enclose a copy with your check. If paying via electronic transfer or via LPO, please include the invoice number with your payment.

Make checks payable to: **University of Virginia**

Mail to: Treasurers' Association of Virginia
c/o Cooper Center for Public Service
PO Box 400206
Charlottesville, VA 22904-4206

Class Schedule and Information

Day One **Registration & Continental Breakfast: 9:00 to 9:30 a.m.**
Class begins at 9:00 a.m. and ends around 4:30 p.m.

Day Two **Class Begins: 8:45 a.m. (subject in change on Day One)**
Exam will start before lunch (2 Hours; Open Book)

What to Bring to Class: Several #2 Pencils
 Assorted Highlighters
 Post-it and/or Sticky Notes

Grades: Grades are posted on line--usually within 10 days of end of class.

If you are **not** enrolled in the TAV certification program administered by the Cooper Center for Public Service at University of Virginia, you must fill out a an enrollment form to view your grade on-line. You can download the form at the Cooper Center web site: www.coopercenter.org and click on *Certification Programs* and then download the *Enrollment Form*.

Otherwise to check your grade, please call Beth Watson Bennett at the Center at 434-982-2144 and she can tell you your grade.

Meeting Location

The Henry Clay Inn is located at **114 N. Railroad Ave** in **Ashland**, VA 23005-1517.
(804) 798-3100

Parking The Inn has 20 parking places (mostly used by the overnight guests).
 There is a public parking lot next to the Inn.
 There is some on-the-street parking as well, and
 finally one block south there are two town lots.

DIRECTIONS

You can use direction websites such as Googlemap.com or mapquest.com to obtain directions from your locality to the meeting site.

The Inn is about 1.5 miles from exit 92 off I-95.

Here is the link to **The Henry Clay Inn** which shows a map of the area.

<https://www.henryclayinn.com/directions>

Hotel Information

The Henry Clay Inn

114 N. Railroad Ave
Ashland, VA 23005-1517

804-798-3100

<https://www.henryclayinn.com>

Room Block	Treasurers' Association (not officially "blocked off" for TAV)	
Cut-off Date:	Call the Inn immediately due to limited availability	
	The Inn has only 13 sleeping rooms	
	The room are <u>not</u> officially "blocked off" for TAV	
Room Rate:	\$99 for the nights of April 1 and 2	
	The \$99 rate does not include breakfast	
	Breakfast will be served both days <u>in class</u> for the attendees.	
Hotel Amenities	free Wi-Fi (see hotel website for more info)	
Parking	Free	
Cancellation Policy	72 Hours	
Check In:	4:00 – 8:00 p.m.	Check Out: 11:00 a.m.

One block from the Henry Clay Inn is **The Tinder Guest House**

The Tinder Guest House

- Hot Home-Made Breakfast
- Three Large Bedrooms
- Two Full Baths
- Game Room
- Eating Nook
- Gathering Room/Library
- Free Wifi
- Off street parking

tinderguesthouse.com

<https://tinderguesthouse.com/>

Only \$250, or \$83.33 per person for 3 people.

Tinder House would be best for 3 people (or more) that know each other.