

# Customer Service Course

19-20 March 2018

Frederick County Government Center, Winchester

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 Commissioner of the Revenue and their staffs 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  
Elective for COR and Deputy Commissioners

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

If you have questions on certification, contact Al Spengler at [aws@virginia.edu](mailto:aws@virginia.edu)

**Instructors:** Jennifer Brown, retired treasurer, City of Charlottesville  
Richard Cordle, retired treasurer, Chesterfield 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:** 9 March 2018

Fee includes course materials, lunch day one, and breaks.

**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 9:30 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 the University of Virginia, you must fill out an enrollment form to view your grade on-line. You can download the form at the Cooper Center web site: [www.coopercenter.org](http://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.

## Class Location and Directions

The **Frederick County Government Center** is located at **107 North Kent Street** in **Winchester, VA 22601**.

### From the South: Harrisonburg, Staunton and points south

From all points south off Interstate 81, take **Exit 313**, Winchester.

Continue on US-17N/US-50W/US-522 N  
Stay straight to go onto Millwood Ave.  
Turn right onto S. Cameron Street. Go about 0.5 mile  
Turn right onto E. Boscawen Street  
Take the first left on N. Kent Street  
107 N. Kent Street in on the left

For other directions use application such as google map, map quest, etc.

Parking in the **George Washington Autopark** adjacent to the county office building and the hotel.

## Hotel Information

### George Washington A Wyndham Grand Hotel

103 East Piccadilly Street

Winchester, VA 22601

**540-678-4700**

<http://www.wyndham.com>

|                     |   |
|---------------------|---|
| Room Block Name:    | TAV                                       |
| Cut-off Date:       | <b>26 February 2018</b>                   |
| Room Rate:          | \$93 single/double                        |
| Hotel Amenities     | free Wifi; fitness center and indoor pool |
| Parking             | free                                      |
| Cancellation Policy | 24 Hour                                   |

There are a lot of great restaurants in downtown Winchester within walking distance of the hotel.

Directions to the hotel as well as what the hotel offers can be found on their website. The hotel is right next door to the Frederick County Government Center.