

# Customer Service Course

8-9 November 2018  
Wythe County Judicial Center

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:** 31 October 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: 9:30 to 10:00 a.m.**  
Class begins at 10:00 a.m. and ends around 4:00 p.m.

**Day Two**     **Class Begins: 8:30 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 a 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 **Wythe County Judicial Center** is located at **225 S. 4<sup>th</sup> Street** in Wytheville.

Take exit 70 off I-81 and proceed south on 4th street.  
Go through 5th traffic light and it's the second building on the right, Wythe County Judicial Center.

There is a public parking lot across the street beside the Community Center.

If you need a map, go to the Wythe County/Wytheville website at:  
<http://visit.wytheville.com/map.htm>

## Lodging

### Country Inn & Suites by Carlson

697 Peppers Ferry Road  
**276 223-1058**

**Government Rate:**

Queen with two beds: \$94  
King with one bed: \$94  
includes breakfast and free WiFi  
Indoor pool and Fitness room  
*Offers discount if you book early*

### Fairfield Inn

200 Marriott Way  
**276-228-8080**

**Government Rate:**

Queen with two beds: \$94  
King with one bed \$94  
includes breakfast and free WiFi  
Indoor pool and Fitness room

*These hotels are across the street from each other. They are both newer hotels than the older Comfort Inn on Holsten Road, where I use to block rooms in the past.*

## Directions

### Country Inn & Suites by Carlson

Located at the northern junction of Interstate 81 and Interstate 77.

More information on the hotel as well as Map can be found at the  
**Country Inn & Suites** web site:

<https://www.countryinns.com/wytheville-hotel-va-24382/vawythev>

### Fairfield Inn & Suites

Located at the northern junction of Interstate 81 and Interstate 77.

More information on the hotel as well as Map can be found at the  
**Fairfield Inn** web site:

<http://www.marriott.com/hotels/travel/blffi-fairfield-inn-and-suites-wytheville/>

**NOTE: Sometimes these hotels offer lower rates on their website than the government rate. When you call, check on rates.**

**The State rate is not always the lowest rate.**

**There are numerous other chains to stay at in Wytheville.  
Check with your favorite chain if you want to earn points for your rewards program.**