

Customer Service Course

March 6-7, 2017

Stafford County Public Safety Building, Stafford

Registration is open to members of the Commissioners of the Revenue Association (CRAV) at TAV member fees.

Richard Cordle, retired treasurer, Chesterfield County and Jennifer Brown, retired treasurer, City of Charlottesville, will be co-teaching this course.

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/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.

This course is a **mandatory course for initial certification for deputies** under the revised certification program for TAV members. Treasurers may take this course for points only. For more information go to the **Certification Handbook**. If you have questions on certification, contact Al Spengler at aws@virginia.edu or 434 982-5518.

Registration Deadline: February 27, 2017

The enrollment form is online at the TAV web site at: <http://www.vatreas.com>. Clicking on course registration here will take you to the Weldon Cooper Center for Public Service web site at the University of Virginia. **All registrations should be done on-line. How to register is explained on the web site. You will need a password to log onto the online registration system.**

Payment can be made on-line with a credit card. You can also pay by check, electronic transfer or LPO. 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.

Checks should be made payable to the **University of Virginia** and mailed to **Treasurers' Association of Virginia**, Cooper Center for Public Service, PO Box 400206, Charlottesville, VA 22904-4206.

The registration fee is **\$185** for **TAV/CRAV members** and **\$235** for **non-members**. **Member rate also applies to members of the Commissioners of the Revenue Association of Virginia**. 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.

Lunch on first day as well as refreshment breaks both days are included in the registration fee. Lunch is not provided on day two as the exam is before lunch!

If you need a vegetarian meal, please indicate your dietary needs during the registration process in the special dietary or physical accommodation text box.

Class Schedule

We are starting later than usual the first day to allow those commuting long distance to drive in that morning and hopefully save one night's lodging at a hotel.

Day One Registration: 9:00 – 9:30 a.m.
 Class begins at 9:30 a.m. and ends around 4:30 p.m.

Day Two Class begins at 9:00 a.m. and ends before lunch.
 The exam is before lunch.

Open Book Exam begins around 11:00 a.m. on Day Two. You have **two hours** to complete the exam and can leave when you are finished.

Remember to bring the following materials with you to class:

Number two pencils

Assorted highlighters and or stickies

Grades will be posted on the Cooper Center web site about a week after the exam.

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 and click on *Certification Programs* and then download the *Enrollment Form*.

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

Directions to the Stafford County Public Safety Center

The **Stafford County Public Safety Center** is located at 1225 Courthouse Road in Stafford (540 658-4450). Located just before the intersection of US Route 1 (Jefferson Davis Highway) and Route 630 (Courthouse Road.)

From Southern Virginia: Travel I-95 North towards Washington, D.C. Take the VA- 630 exit, EXIT 140, toward Stafford. Turn right onto Courthouse Road/VA-630. The Stafford County Public Safety Center (Ford T. Humphrey Building) will be approximately 1/2 mile on the left. 1225 Courthouse Road.

From Northern Virginia: Travel I-95 South towards Fredericksburg. Take the VA-630 exit, EXIT 140, toward Stafford. Turn left onto Courthouse Road/VA-630. The Stafford County Public Safety Center (Ford T. Humphrey Building) will be approximately 1/2 mile on the left. 1225 Courthouse Road.

Lodging

NOTE: All the hotels near the Stafford County Public Safety Center are full. FBI has a major function going on the days we are in the area. I booked a hotel in downtown Fredericksburg—the hotel we are using for the other courses being held in Fredericksburg this Spring. I have listed directions from the hotel to the meeting site on the last page. Remember to allow time for the drive.

The **Courtyard by Marriott Fredericksburg** is located at **620 Caroline Street** in downtown **Fredericksburg, 22401**.

Make your reservation today by calling the Marriott direct at: **540-373-8300**. Hotel offers a government rate of **\$91.00 Standard King or \$91 Standard Two Queen per night**. **Check-in is 3:00 p.m. and Check-out is 12 noon**.

Parking is \$12 per night either self park or valet park.

Rooms have wireless Internet connection; rate includes fitness center, indoor heated pool. Rooms have a mini refrigerator, coffee maker, and microwave.

You must state that you are with the **TAV - Treasurers' Association of Virginia** to obtain this special rate. **Cut-off date is February 21, 2017**

Only a limited a rooms have been blocked. If you try and they are full, contact Al at aws@virginia and he can have them add more rooms to the block.

You can also use this link to book your room:

You may need to paste this link into your browser, if it does not allow you to click on it.

https://www.marriott.com/meeting-event-hotels/group-corporate-travel/groupCorp.mi?resLinkIdData=TAV%5Efkrcy%60tavg%7Ctavg%6091.00%60USD%60false%604%603/5/17%603/7/17%602/21/17&app=resvlink&stop_mobi=yes

Check with the hotel when you make your reservation about cancellation policy.

For more information on the Courtyard by Marriott Fredericksburg, visit their website below.

<http://www.marriott.com/hotels/travel/fkrcy-courtyard-fredericksburg-historic-district/>

Directions

Map and directions to the hotel can be found at the Marriott web site at:

<http://www.marriott.com/hotels/maps/travel/fkrcy-courtyard-fredericksburg-historic-district/>

Directions from the Courtyard by Marriott to Stafford County Public Safety Center

1. Start out going **northwest** on Caroline St/US-1 Bus N/US-17 Bus N toward Charlotte St.
Then 0.75 miles
2. Turn **left** onto Herndon St/US-1 Bus N/US-17 Bus N.
Herndon St is just past Canal St
Then 0.06 miles
3. Take the 1st **right** onto Princess Anne St/US-1 Bus N/US-17 Bus N/VA-2.
If you reach Charles St you've gone a little too far
Then 0.69 miles
4. Turn **right** onto Jefferson Davis Hwy/US-1 N/US-17 N. Continue to follow US-1 N.
US-1 N is just past Amaret St
Then 8.24 miles
5. Turn **left** onto Courthouse Rd/VA-630.
Courthouse Rd is 0.2 miles past Greenhow Ln
If you are on US-1 S and reach Upton Ln you've gone about 0.1 miles too far
Then 0.22 miles
6. 1225 Courthouse Rd, Stafford, VA, 22554-7108 is on the **right**.
If you reach Red Oak Dr you've gone about 0.1 miles too far

