

Customer Service Course

November 16-17, 2016

Wythe County Judicial Center, Wytheville

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

Richard Cordle, 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: November 9, 2016

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.

Meeting Location

The **Wythe County Judicial Center** is located at **225 S. 4th 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

Comfort Suites

695 Peppers Ferry Road

276 228-1234

Government Rate:

Queen with two beds: \$89

King with one bed: \$89

includes breakfast and free WiFi

Indoor pool and Fitness room

Fairfield Inn

200 Marriott Way

276-228-8080

Government Rate:

Queen with two beds: \$89

King with one bed \$89

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

Comfort 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 **Comfort Suites** web site:

<https://www.choicehotels.com/virginia/wytheville/comfort-suites-hotels/va421>

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.