

Customer Service Course

14-15 May 2025

Roanoke Fire and EMS Training Center

The goal of this ***new and completely revised*** 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 staffs follow and provide useful tools that they can apply in their day-to-day operations and citizen interactions.

If you have not taken the Customer Service course in the last four year this course is for you!

Course: [Mandatory for initial certification for Deputy Treasurers](#)
[Treasurers may take for points credit only](#)

For more information go to the ***Certification Handbook***. If you have questions on certification, contact Beth Bennett at eaw3f@virginia.edu

Instructors: Jody Acosta, MGT Treasurer, City of Falls Church
Carla de la Pava, MGT Treasurer, Arlington County
Jason Vandever, MGT Treasurer, City of Charlottesville

Registration Site: <https://coopercenter.my.site.com/certification/s/>
Select **Register For Events** from menu on top of page

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

Registration Deadline: **2 May 2025**

Fee includes course material, **lunch first day only**, 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.

A \$10.00 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:** 8:30 to 9:00 a.m.
Class begins at 9:00 a.m. and ends around 4:30 p.m.

Day Two **Continental Breakfast:** 8:30 to 9:00 a.m.
Class Begins: 9:00 a.m. (subject to change on Day One)
There is no lunch today as class will end before 12 noon.

What to Bring to Class: Assorted Highlighters
Post-it and/or Sticky Notes

Exam: Exam will be online at the **UVA Collab** site (2 Hours; Open Book)
Exam is open from 12:00 noon on May 15 to 5:00 p.m. on May 16.
Once you start the exam the clock starts ticking. You can take the exam from your office or home computer; just make sure you are in quiet location.

NOTE: If you start the exam later than 3:00 p.m. on May 16 you will not have a full two hours to take the exam as the system will lock you out at 5:00 p.m.

Grades: Grades will be available on the **UVA Collab** site 48 hours **after** the close of the exam

Meeting Location

The **Roanoke Fire and EMS Training Center** is located at **802 River Avenue SE** in **Roanoke**, VA 24013

Coming from I-81 North (south of Roanoke) or I 81 South (north of Ronaoke): Take Exit 143 onto I-581. Then follow these directions:

Go about 6.2 miles on I-581

Use the right lane to take the exit toward Elm Avenue E.
Use the middle lane to turn left on Elm Avenue E.

Continue onto Bullitt Avenue SE. Go 0.4 mile

Turn right onto 9th Street. Go 1.1 mile

Turn right onto River Avenue SE. Destination will be on the right in 0.2 mile.

For directions from other locations use your favorite search site.

Lodging in the Roanoke Area

Lodging in Roanoke area will be tight. The course is right before graduation weekend at VA Tech.

We were only able to block a **limited number of rooms (10 rooms)** at the **SpringHill Suites**.

SpringHill Suites by Marriott

301 Reserve Avenue
Roanoke, VA 24016
540-400-6226

Room Block Name	Treasurers' Association – Customer Service Class
Cut-off Date	1 May 2025
Room Rate	\$179 single (kings only)
Hotel Amenities	free breakfast, free Wi-Fi, fitness center, indoor pool
Parking	\$5 per night
Cancellation Policy	72 Hours
Link for booking room:	https://tinyurl.com/3zardbbm

IMPORTANT: Hotel is requiring a minimum of a two night stay.

Directions

I-81 to 581 7 miles to Wonju Exit - straight to 1st traffic light - turn left - go to second traffic light and turn right on Reserve Avenue. Hotel is on the left.

Other Lodging in the Area

If you need lodging for only one night, you might want to check out these hotels. Rooms are filling up fast due to the VA Tech graduation. Remember to ask for the government rate but check on other rates. Government rate is not always the lowest rate. These hotels are about 15 minutes from the meeting site.

Hyatt Place Roanoke Airport (near Valley View Mall)

5040 Valley View Blvd
540-366-4700 or 888-300-2492

Hampton Inn and Suite- Roanoke Airport

5033 Valley View Blvd
540-366-6300

Best Wester Plus Inn at Valley View

5050 Valley View Blvd NW
540-362-2400

Home 2 Suites by Hilton

4830 Valley View Blvd
540-581-1000