Customer Service Course

1-2 November 2022
Executive Plaza (600 Caroline Street), Fredericksburg, VA

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 Beth Bennett-Watson at the Cooper Center at eaw3f@virginia.edu

Instructors: M. Scott Miller, MGT, treasurer, Hanover County
Scott B. Grindstaff, MGT, treasurer, Henry 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: **21 October 2022**

Fee includes course materials, lunch day one, and breaks.
You can print the course materials out from the UVA Collab site.

If you need a special meal (vegetarian, vegan, gluten fee), 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.!

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 **OR** Check

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 & Morning Break: 9:30 to 10:00 a.m.**
Class begins at 10:00 a.m. and ends around 4:30 p.m.

Lunch and afternoon break is included today.

NOTE: The late start time should allow those farther away to drive to the class that morning, thus saving you a night's lodging.

Day Two **Continental Breakfast: 8:30 – 9:00 a.m.**
Class Begins: 9:00 a.m. ***(subject in change on Day One) and will end before 12 Noon.***
There is no lunch today.

Exam is on-line through the UVA Collab site (2 Hours; Open Book)
You will have until 1:00 p.m. on November 3 to take the exam.
You will be sent the link to the UVA Collab site.

NOTE: do not start the exam later than 11:00 a.m. on November 3 in order to have the full two hours to take the exam as the system will lock you out at 1:00 p.m.

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

Grade: You will be taking the exam on-line through the UVA Collab site.
You will be able to view your grade on-line 48 hours after the end of the exam at the UVA Collab site.

Class Location and Directions

We are meeting in the building called the **Executive Plaza** located at **600 Caroline Street** in **Fredericksburg** (Zip 22401. The classroom is on the **7th floor** in the administrative offices for the Fire Department. It is the only 7-story building in the historic downtown area.

The Parking Garage is located on the corner of Sophia and Wolfe Street, directly behind the Executive Plaza building. Here is link about the parking garage.
http://www.fredericksburgva.gov/index.aspx?NID=206

From Points South of Fredericksburg
Take Exit 130 A onto VA Route 3 towards Fredericksburg. Go 2.12 miles
Turn slight left onto Lafayette Blvd/ US Route 1 Business. Go 1.12 miles
Turn left onto Caroline Street/US Route 1 Business/US Route 17 Business North.
601 Caroline Street will be on our right.

For Directions from other starting locations, use Googlemap, Mapquest, or other search engines.

Hotel Information

Courtyard by Marriott Fredericksburg

620 Caroline Street
Fredericksburg, VA 22401
540-373-8300 or 800-321-2211
Website: https://www.marriott.com/en-us/hotels/fkrcy-courtyard-fredericksburg-historic-district/overview/

Room Block Name:	**Treasurers' Association of Virginia**
Cut-off Date:	**20 October 2022**
Room Rate:	**$96 single/double**
Hotel Amenities	free Wi-Fi, fitness center and indoor pool
Parking	$14 per night self-parking or valet
Cancellation Policy	48 Hours

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

The hotel is across the street from the meeting site.

Hotel requires Government ID for this rate: bring your ID with you!

Copy this address to your browser to open this special link to book your room:

https://www.marriott.com/event-reservations/reservation-link.mi?id=1662136418805&key=GRP&app=resvlink

Parking Tip

The parking garage behind the meeting site is the same garage the Marriott uses to park cars. The max charge at the garage is $8 per day. Save money by parking there yourself and telling the hotel you are parking on the street.

Directions to Courtyard by Marriott

The hotel is located approximately 10 minutes off I-95 exit 130.

Map and directions to the hotel can be found at hotel website