

Customer Service Course

January 10-11, 2012

Eanes-Pittman Public Safety Training Center, Chesterfield County

Registration is open to members of the Commissioners of the Revenue Association at TAV member fees. Employees of the Chesterfield County have priority.

Richard Cordle, treasurer, Chesterfield County and Jennifer Brown, 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 is:
Tuesday, January 3, 2012**

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 **\$135 for members** of the Association and **\$160 for non-members**. 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.

Lunches both days as well as refreshment breaks both days are included in the registration fee. 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

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 after lunch
with exam following lunch.

Open Book Exam begins before/after lunch 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 Carolyn Thompson at the Center at 434-982-2190 and she can tell you your grade.

Lodging

There are numerous hotels in the Chester area. They are all about 10 minutes from the Eanes-Pittman Public Safety Training Center. Most are located near Exit 61A off I-95.

Hampton Inn, Chester **Government Rate: \$70**
12610 Chestnut Hill Road, 804-768-888. **Website: <http://hamptoninn.hilton.com>**
Rate includes deluxe continental breakfast and Internet (wireless). They also have an exercise room.

Comfort Inn, Chester **Government Rate: \$83**
2100 W. Hundred Road (Route 10). 804-751-0000. **Website: <http://www.choicehotels.com>**
Rate includes deluxe continental breakfast and Internet (wireless). They also have an exercise room.

Holiday Inn Express, Chester **Government Rate: \$83**
1911 W. Hundred Road (Route 10), 804-751-0123. **Website: <http://www.ichotelsgroup.com>**

Fairfield Inn by Marriott, Chester **Government Rate: \$83**
12400 Redwater Creek Road, 804-778-7500. **Website: <http://marriott.com>**

Courtyard by Marriott, Chester **Government Rate: \$83**
2001 West Hundred Road, 804-414-1010. **Website: <http://marriott.com>**

Residence Inn by Marriott, Chester **Government Rate: \$83**
800 Bermuda Hundred Road, 804-530-5501. **Website: <http://marriott.com>**

NOTE: The government rate is not always the lowest rate. Ask about the rates!

Directions to Eanes-Pittman Public Safety Training Center

The **Eanes-Pittman Public Safety Training Center** is located at **Chesterfield County Complex** just off Iron Bridge Road (Route 10) near Chester.

From the North via I-95

Take I-95 south through City of Richmond to Route 288 (Exit 62). Take Rt 288 North approximately 6.3 miles to the Route 10 East Iron Bridge Road-Chesterfield exit. Take Rt 10 East approximately .4 miles and turn left on Courthouse Road (first traffic light). **Go approximately .5 miles and turn right on Government Center Parkway. The Eanes Pittman Training Center is approximately .5 miles on the left.**

From the South via I-95

Take I-95 north through Colonial Heights North to Route 288 North (Exit 62). Then follow directions as listed for I-95 from the North.

From the West via Route 360 (Amelia, Nottoway, etc.)

Take Route 360 East to Route 288 South "To Chesterfield" exit. Take Route 288 South approximately 6.7 miles to Route 10 East exit. Take Rt 10 approximately .3 miles and turn left on Courthouse Road (first traffic light). *Then follow bold directions as noted above.*

From the West via Route 60 (Powhatan, etc)

Take Route 60 into the county and turn right on Route 288 South (Amelia and Chesterfield). Take Route 288 South approximately 17 miles to the Route 10 East exit. Take Route 10 approximately .3 miles and turn left on courthouse Road (first traffic light). *Then follow bold directions as noted above.*

From the East via I-64

Take exit 200, which is I-295 South (Rocky Mount) exit. Go across the Varino-Enon Bridge across James River. Take the next exit on to Rout 10 West (Exit 15B) and go several miles to I-95 North. Go north on I-95 for 1 miles to Route 288. Take 288 North approximately 6.3 miles to the Route 10 East Iron Bridge Road-Chesterfield" exit. Take Rt 10 approximately .3 miles and turn left on Courthouse Road (first traffic light). *Then follow bold directions as noted above.*

From the West via I-64

Take I-64 east to the "Route 288 South-Chesterfield" exit (exit 175). Take Route 288 South approximately 27 miles to the Route 10 "Iron Bridge Road-Chesterfield" exit. Take Route 10 approximately .4 miles and turn left on Courthouse Road (first traffic light). *Then follow bold directions as noted above.*

Map and directions can be found at:

<http://www.co.chesterfield.va.us/publicsafety/police/pstcdirections.asp>