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USAG Fort Hood
Fort Hood, TX 76544
250930 Oct 13

OPERATION ORDER 13-031 (FY14 CUSTOMER SERVICE TRAINING)

References:

- a. Army MWR Operation Excellence Customer Service Training Program, dated 15 Oct 07.
- b. USAG Human Resources Action Plan, dated 4 Aug 08.

Time Zone Used Throughout Order: Local.

Task Organization: Omitted.

1. **SITUATION:** The 2006 Army Family Action Plan (AFAP) conference identified that a large number of employees from various agencies on Fort Hood lack customer service skills. Employees receive no standardized customer service training. As a result, the Garrison Board of Directors adopted and the Garrison Commander approved Army Family Morale Welfare and Recreation Center (FMWRC) *Operation Excellence* customer service training as a baseline program for Fort Hood Garrison employees.

2. **MISSION:** USAG, Fort Hood conducts customer service training for US Army Garrison employees February 2014 through September 2014 to enhance customer service throughout Fort Hood.

3. EXECUTION:

a. Commander's Intent:

Purpose. To ensure all employees are properly trained and that customers do not leave Garrison offices and agencies feeling inconvenienced, uninformed and dissatisfied.

Key Task.

- Maximum participation from all USAG, Fort Hood Installation Support Directorates (ISDs) and Installation Support Offices (ISOs).
- Fill all available training session student quotas.
- Ensure safe operations from start to finish.

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End State. A highly trained, customer focused US Army Garrison workforce that treats all customers with dignity and respect.

b. **Concept of Operations.** Both the employee and supervisor courses are conducted in a classroom setting by certified instructors. The employee course is held twice a quarter and the supervisor course is held once per quarter. The Training Coordinators for each ISD/ISO manage the selection of employees for training. Training dates and ISD/ISO quotas are in Enclosure 1. Additional class information is available at the DHR, Customer Service Training, SharePoint site.

c. **Task to Garrison. Directorate of Human Resources (DHR):**

(1) DHR Workforce Development (WFD) Office serves as the lead in the management of the Customer Service Training Course for employees and supervisors.

(2) Provide classroom space with materials necessary to conduct training.

d. **Coordinating Instructions:**

(1) All Garrison ISDs/ISOs.

(a) Ensure quotas are met IAW class schedule at Enclosure 1 or notify WFD Office to reallocate spaces to other ISDs/ISOs.

(b) Allow employees to attend scheduled training.

(2) All Garrison Training Coordinators/Administrative Points of Contact:

(a) Manage course quotas on the DHR/Customer Service Share Point site. Employees must be registered two weeks prior to class start date. Unallocated slots are reallocated to other Garrison ISDs/ISOs.

(b) Students must be registered to attend training; no walk-ins are allowed. ISDs/ISOs may substitute employees if needed to ensure all slots are filled.

(c) Training is held at the Soldier Development Center, Building 33009, 761st Tank Battalion Avenue. Room numbers are posted in the DHR/Customer Service Training SharePoint site.

(3) An eight hour block of instruction is designed for all employees, including supervisors. Supervisors receive an additional four hour block of instruction. Eight hour training sessions are from 0800 – 1600 hours and four hour training sessions are from 0800 – 1200 hours.

4. **SUSTAINMENT.** Fort Hood is a Net Zero Waste (NZW) installation. Leaders will ensure NZW initiatives are fully incorporated into the planning and implementation

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phases of all operations. To the maximum extent possible, all activity / event / operation coordination will promote an acquisition and usage strategy that considers the full waste cycle, to include reduced usage, repurposing of serviceable materials, and recycling of reclaimable items.

5. COMMAND AND SIGNAL.

a. Command. Omitted.

b. Signal: The Customer Service Project Manager is Daisy D. Lewis, 254-287-6091 or email at daisy.d.lewis.civ@mail.mil.

ACKNOWLEDGE:

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COL

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GOGAS
DPTMS

ENCLOSURE 1 TRAINING SCHEDULE.

DISTRIBUTION:

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Garrison CSM
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Director, Human Resources
Director, Family and MWR
Director, Plans, Training, Mobilization, and Security
Director, Public Works
Chief Plans, Analysis, and Integration Office
Chief Legal Support Office
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Chief Resource Management
Chief Public Affairs Office

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Chief Civilian Personnel Advisory Center
Manager, AAFES
Director, Network Enterprise Center
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Manager, Clear Creek Commissary
Director, Mission and Installation Contracting Command
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