

Customer Service Training for Employees

ISD/ISO	Allocated ISD/ISO Slots
DAO	3
DES	4
DHR	4
DPTMS	3
DPW	3
ISO	3
CLDP	5
Total	25

Class Dates and Registration Due Dates

Class Date	Registration Due
26 Feb 2014	19 Feb 2014
22 Apr 2014	11 Apr 2014
28 May 2014	22 May 2014
22 July 2014	17 Jul 2014
23 Sep 2014	18 Sep 2014

- ❖ Class size is 25 employees. The Garrison Leadership Development Program will have 5 slots each month for program nominations that have not had the employee customer service training. Any unallocated slots will be reallocated to ISDs/ISOs
- ❖ ISOs will rotate each month

Supervisor training is 12 hours over two days. Day one is the same class that all employees receive (8 hours). Day two is a class for supervisors (4 Hours).

Customer Service Training for Supervisors

ISD/ISO	Allocated ISD/ISO Slots
DAO	3
DES	4
DHR	4
DPTMS	3
DPW	3
ISO	3
CLDP	5
Total	25

Class Dates and Registration Due Dates

Supervisor Day 1 Employee Class	Supervisor Day 2 Supervisor Class	Registration Due
26 Feb 2014	27 Feb 2014	19 Feb 2014
28 May 2014	29 May 2014	22 May 2014
27 Aug 2014	28 Aug 2014	21 Aug 2014

- ❖ Supervisor must take the employee class and the ½ day supervisor class. If they have already taken the employee class they do not need to retake.
- ❖ Class size is 25 employees. The Garrison Leadership Development Program will have 5 slots from each supervisory class offered for established supervisors participating in the program that have not had the customer service training for employees/supervisors. Any unallocated slots will be reallocated to ISDs/ISOs.
- ❖ DFMWR will conduct the Customer Service training.