

**FRAGO 1 TO OPERATION ORDER 10-044 (CUSTOMER SERVICE TRAINING)
(CHANGES IN BOLD)**

References.

- a. Army MWR Operation Excellence Customer Service Training Program
15 Oct 07.
- b. USAG Human Resources Action Plan 4 Aug 08.
- c. Operation Order 10-044 (Customer Service Training) dated 9 Aug 10.

Time Zone Used Throughout Order: Local.

Task Organization: Omitted.

1. **SITUATION:** The 2006 Army Family Action Plan (AFAP) conference identified 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 United States Army Garrison (USAG) Fort Hood employees.

2. **(CHANGE) MISSION:** USAG Fort Hood conducts customer service training for USAG employees **April 2011 through November 2011** to enhance customer service throughout Fort Hood.

3. **(CHANGE) EXECUTION:**

a. Commander's Intent: To ensure all employees gain proper training and customers do not leave Garrison offices and agencies feeling inconvenienced, uninformed and/or dissatisfied.

Key Task:

- Maximum participation from all Fort Hood USAG, Installation Support Directorates (ISD) and Installation Support Offices (ISO).
- Students must fill all available training sessions.

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- Ensure safe operations from start to finish.

End State: A highly trained, customer-focused USAG workforce that treats all customers with dignity and respect.

a. Concept of Operations. Both the employee and supervisor courses are taught by a contracted instructor. The employee course occurs twice per quarter and the supervisor course occurs once per quarter. The Training Coordinators for each ISD/ISO select employees for training. Training dates and ISD/ISO quotas are in Enclosure 1. Additional class information is available at the DHR/Workforce Development (WFD)/Customer Service Training SharePoint site.

b. Tasks to **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.

(3) Coordinate training dates with Contractor.

c. **(CHANGE)** Coordinating Instructions:

(1) All Garrison ISDs/ISOs

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

(b) Allow scheduled employees to attend training.

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

(a) Manage course quotas on the DHR/WFD/Customer Service Share Point site. Employees must be registered one week 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 necessary

(c) Training is held at the Soldier Development Center, Building 33009, 761st Tank Battalion Avenue. Room numbers are posted on the DHR/WFD/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

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training sessions are from 0800 – 1600 hours and four hour training sessions are from 0800 – 1200 hours.

4. SUSTAINMENT. Omitted.

5. COMMAND AND SIGNAL.

a. Command. Omitted.

b. Signal: The Project Officer is Mrs. Amy Hammonds 553-3700, email amy.j.hammonds@us.army.mil.

ACKNOWLEDGE:

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DPTMS

(CHANGE) ENCLOSURE 1 TRAINING SCHEDULE.

DISTRIBUTION:

Garrison Commander

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Garrison CSM
Director, Aviation Operations
Director, Emergency Services
Director, Human Resources
Director, Logistics
Director, Family and MWR
Director, Plans, Training, Mobilization, and Security
Director, Public Works
Chief Plans, Analysis, and Integration
Chief Internal Review
Garrison Chaplain
Chief Equal Employment Office
Chief Resource Management
Chief Public Affairs Office

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Commander, Hood Mob Bde
Commander, HHC, USAG
Chief Civilian Personnel Advisory Center
Manager, AAFES
Director, Network Enterprise Center
Manager, Warrior Way Commissary
Manager, Clear Creek Commissary
Director, Mission and Installation Contracting Command
ACofS, G3, III Corps