



## Commander Navy Region Hawaii Human Resources Office Course Announcement

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<b>Course:</b>	<b>CREATING A CUSTOMER SERVICE CULTURE FOR EMPLOYEES/MANAGERS/SUPERVISORS</b>
<b>Target Audience:</b>	Managers, Supervisors, and Employees.
<b>Length:</b>	<b>One Day</b> (8:00 a.m. To 4:00 p.m.)
<b>Date(s):</b>	<b>9 January 2013</b>
<b>Location:</b>	To be determined <i>(Insert in SF-182, Section B, Block 1b)</i>
<b>Cost:</b>	<b>\$130 Per Person</b> <i>(Based on 15 Attendees)</i>
<b>Course Description:</b>	This one-day course will show participants how to pinpoint what they need to do to meet the needs of their customers. Participants will also learn how to create customer satisfaction, manage interactions, and how to take the lead in building customer relationships and resolving crisis situations. Participants will be able to present a positive, courteous, and professional image to the customer; Give personalized, added – value service; Determine customer’s needs, problems, and concerns; Help the customer find answers to their problems; and Effectively handle challenging customers.
<b>Nomination Process:</b>	To register, FAX, scan and e-mail or mail a copy of the approved and properly executed SF-182 to the Bryan and Bryan Associates REGISTRAR by the nomination deadline. <i>Questions should be addressed directly to Bryan and Bryan Associates. Confirmation letters will be sent by e-mail. <b><u>Please provide Point of Contact’s name, phone number and e-mail address.</u></b></i> <i>(Insert in SF-182, Section B, Block 18)</i>
<b>Nomination Deadline:</b>	<b>20 December 2012</b>
<b>Vendor:</b>	Bryan and Bryan Associates, 3521 105 <sup>th</sup> Place SE, Everett, WA 98208 <i>(Insert in SF-182, Section B, Block 1a)</i>
<b>Payment Method:</b>	DOD activities are required to use the government purchase card to pay the vendor. The cardholder is responsible for providing the necessary purchase card information to the vendor. DOD activities are to include in <i>Section B, Block 19, of the SF-182</i> the statement <b>“Payment by government purchase card,” the cardholder’s name, card number, expiration date, and phone number of the cardholder.</b> Purchase card issues should be discussed with the vendor at (425) 337-1838. <i>Registrations will not be accepted without the purchase card payment information.</i>

A non-DOD organization/agency, in accordance with agency policy and procedures, may pay by credit card or by another arrangement as

discussed with the vendor. If by credit card, the cardholder must include the same cardholder information. *(Insert in SF-182, Section B, Block 19)*

***CANCELLATIONS WITHOUT FULL CHARGE TO THE NOMINATING ORGANIZATION WILL BE ACCEPTED ONLY UP TO 30 DAYS BEFORE THE COURSE START DATE.***

**For Further Information:** Bryan and Bryan Associates  
Telephone: (425) 337-1838, FAX (425) 338-4509  
E-mail Address: bandb@bryanandbryanassoc.com  
  
Course Manager: Val Nomura, HRO CNRH  
Telephone: (808) 471-1722

**SAID Code:** **15000** *(Insert in SF-182, Section B, Block 19)*

For further information concerning selection, payments, and cancellation procedures, see [https://www.cnic.navy.mil/navycni/groups/public/documents/document/cnicp\\_a129357.pdf](https://www.cnic.navy.mil/navycni/groups/public/documents/document/cnicp_a129357.pdf)