



United States Department of the Interior



BUREAU OF LAND MANAGEMENT

California State Office
2800 Cottage Way, Suite W1834
Sacramento, CA 95825-1886
www.ca.blm.gov

February 6, 2001

In Reply Refer To:
1120(P)
CA-912

EMS TRANSMISSION: 02/06/01
Information Bulletin No. **CA-2001-018**

To: All Employees

From: Deputy State Director, External Affairs

Subject: Customer Service Training **DD: 2/19/01**

The State Office is hosting three **Customer Service Training** sessions, targeted to customer service reps, web page developers/content providers, and webmasters. The objective of this course is to equip participants to prepare and provide electronic information in response to customer inquiries and requests. One to three employees from each field office will receive travel and per diem to attend one of the three following training sessions.

Dates: Basic Customer Service for contact reps
March 5-7, 2001
March 7-9, 2001

Customer Service for webmasters and webpage developers
March 12-14, 2001

Advanced Customer Service for webmasters
March 14-16, 2001

To Register for a Course: Complete the attached registration form and fax or e-mail to the State Office.

Travel and Per Diem: will be covered by the State Office. Per diem allowance in Sacramento consists of \$79 for lodging and \$42 for meals and expenses (M&IE).

Lodging: You are responsible for your own reservations. For a list of hotels in the area, visit <http://web.ca.blm.gov/CAmaphotelFood.jpg>

Transportation to and from the Sacramento Airport: Some hotels have complimentary shuttle service to and from the airport. Please inquire about this service when making hotel reservations.

Daily Transportation: Two government owned vehicles will be available for daily transportation between the hotel and State Office, and may be checked-out from Mary Lou West. Please car pool with other training participants where feasible.

Travel Home: Class ends no later than noon. When making return travel arrangements, allow an hour and a half between the end of your session and your return flight.

Contact: Mary Lou West (916) 978-4612

Signed:
Tony Staed
DSD, External Affairs

Authenticated:
Liza Raymundo
Records Management

2 Attachments

1. Registration Form - (1 pg)
2. Agenda - (4 pp)

Customer Service Training

Sacramento, California

March 2001

Registration Form

Please register me for the following course:

Check One:	Course	Dates
	Customer Service Training for contact reps	March 5-7
	Customer Service Training for contact reps	March 7-9
	Customer Service Training for webpage developers and new webmasters	March 12-14
	Advance Customer Service Training for webmasters	March 14-16

Name: _____ Job Title: _____

Office:

Phone: _____

Fax: _____

E-mail address: _____

Send your registration form to:

Mary Lou West

California State Office

Fax: (916) 978-4620

E-mail: mwest@ca.blm.gov (or mwest in Lotus Notes)

Customer Service Training

preparing and providing electronic information to respond to customer requests

Target Audience: Public Contact Reps from all California Offices

Dates: March 5-7, 2001 or March 7-9, 2001

Location: California State Office Computer Lab

Class Limit: 12 students

MONDAY		
12:00 pm - 12:30 pm	Opening Remarks/Introductions	Mike Pool, State Director Karen Barnette, DSD Support Services Tony Staed, DSD External Affairs
12:30 pm - 4:00 pm	Preparing Mail Lists for public outreach <i>planning, environmental documents, public events, news releases, and more</i> <ul style="list-style-type: none"> • hands-on session • creating groups (mailing lists) • add, delete, update address records • working with your office staff and manager • e-mail 	Mary Lou West AJ Ajitsingh Elaine Downing
TUESDAY		
8:00 am - 9:30 am	The World Wide Web (<i>basic to advanced</i>) <ul style="list-style-type: none"> • how to find information • how to assist customers with electronic information • recreation database • browse • search • image library system 	Mary Lou West
9:30 am	Break	
9:45 am - 10:45 am	BLM Opportunities <ul style="list-style-type: none"> • briefing documents • upcoming events • volunteer web page information • volunteer opportunity lists by field office 	Gus Szlosek
10:45 am - 11:30 am	Web Policies and Procedures <ul style="list-style-type: none"> • planning documents/nepa • news.bytes 	Mary Lou West
11:30 am	Lunch	

12:30 pm - 2:00 pm	Customer Comment Cards <ul style="list-style-type: none"> • what are we doing with comment cards? • how are we doing? • improving distribution methods • budget impacts on programs 	TBA
2:00 pm - 2:30 pm	Public Comments/Feedback <ul style="list-style-type: none"> • electronic inquiries - who is responsible • ensuring a timely response • incorporating management review • documentation 	Mary Lou West
2:30 pm - 4:00 pm	Scanning Newsclips and Other Documents	AJ Ajitsingh
WEDNESDAY		
8:00 am - 9:00 am	Interactive Web <i>break-out session on improving customer service using the internet</i>	Mary Lou West
9:00 am - 10:00 am	Information Access Center	Viola Hunting
10:00 am - 11:30 am	Title and Records	Ray Edgerly
WEDNESDAY		
12:00 pm - 4:00 pm	Repeat Monday's Schedule	
THURSDAY		
8:00 am - 4:00 pm	Repeat Tuesday's Schedule	
FRIDAY		
8:00 am - 11:30 am	Repeat Wednesday's Schedule	

Customer Service Web Training

preparing and providing electronic information to respond to customer requests

Target Audience: Web page developers and new webmasters from all California Offices

Date: March 12-14, 2001

Location: California State Office Computer Lab

Class Limit: 12 students

MONDAY		
12:00 pm - 12:30 pm	Opening Remarks/Introductions	Mike Pool, State Director Karen Barnette, DSD Support Services Tony Staed, DSD External Affairs
12:30 pm - 5:00 pm	NetObjects Tutorial	Mary Lou West
TUESDAY		
8:00 am - 8:30 am	Site structure <ul style="list-style-type: none"> • master borders • custom names • alt tags 	Gus
8:30 am - 11:30 am	Web Page Development - class assignment	All Attendees
11:30 am	Lunch	
12:30 pm - 1:30 pm	Policies and Procedures <ul style="list-style-type: none"> # planning documents/nepa • news.bytes • briefing documents • upcoming events 	Mary Lou West
1:30 pm - 4:00 pm	Converting (long) Documents to PDF	Gus Szlosek
WEDNESDAY		
8:00 am - 10:00 am	Microsoft Photo Draw	Gus Szlosek
10:00 am - 11:30 am	Image Library System for field offices and programs	Jim Pickering
11:30 am	Adjourn	

Advanced Customer Service Training

preparing and providing electronic information to respond to customer requests

Target Audience: Webmasters from all California Offices - ADVANCED COURSE

Date: March 14-16, 2001

Location: California State Office Computer Lab

Class Limit: 12 students

WEDNESDAY		
12:00 pm - 12:30 pm	Opening Remarks/Introductions	Mike Pool, State Director Karen Barnette, DSD Support Services Tony Staed, DSD External Affairs
12:30 pm - 4:00 pm	Advanced NetObjects <ul style="list-style-type: none"> • review tasks • importing word perfect files • meta tags • electronic forms • alt tags • custom names 	Gus Szlosek
THURSDAY		
8:00 am - 9:30 am	VR Review # from field office to web to customer	Jim Pickering
9:30 am - 11:30 am	Internet Map Server	TBD
11:30 am - 12:30 pm	Lunch	
12:30 pm - 1:30 pm	Web Policies and Procedures # planning documents/nepa <ul style="list-style-type: none"> • news.bytes • briefing documents • upcoming events 	Mary Lou West
1:30 pm - 4:00 pm	Converting (long) Documents to PDF	Gus Szlosek
FRIDAY		
8:00 am - 10:00 am	Microsoft Photo Draw	Gus Szlosek
10:00 am - 11:30 am	Image Library System for field offices and programs	Jim Pickering
11:30 am	Adjourn	