



Naval Education and
Training Command

NAVEDTRA 82972
May 1993
0503-LP-477-3800

Nonresident Training
Course (NRTC)

Navy Customer Service Manual

Only one answer sheet is included in the NRTC. Reproduce the required number of sheets you need or get answer sheets from your ESO or designated officer.

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NAVY CUSTOMER SERVICE MANUAL

NAVEDTRA 82972

Prepared by the Naval Education and Training Program Management
Support Activity, Pensacola, Florida

Congratulations! By enrolling in this course, you have demonstrated a desire to improve yourself and the Navy. Remember, however, this self-study course is only one part of the total Navy training program. Practical experience, schools, selected reading, and your desire to succeed are also necessary to successfully round out a fully meaningful training program. You have taken an important step in self-improvement. Keep up the good work.

HOW TO COMPLETE THIS COURSE SUCCESSFULLY

ERRATA: If an errata comes with this course, make all indicated changes or corrections before you start any assignment. Do not change or correct the Training Manual (TRAMAN) or assignments in any other way.

TEXTBOOK ASSIGNMENTS: The TRAMAN for this course is *Navy Customer Service Manual*, NAVEDTRA 12972. The TRAMAN pages that you are to study are listed at the beginning of each assignment. Study these pages carefully before attempting to answer the questions in the course. Pay close attention to tables and illustrations because they contain information that will help you understand the text. Read the learning objectives provided at the beginning of each chapter or topic in the text and/or preceding each set of questions in the course. Learning objectives state what you should be able to do after studying the material. Answering the questions correctly helps you accomplish the objectives.

BLACK DOT INFORMATION: Black dots (●) may be used in the text and correspondence course to emphasize important or supplemental information and to highlight instructions for answering certain questions. Read these black dot entries carefully; they will help you answer the questions and understand the material.

SELECTING YOUR ANSWERS: After studying the TRAMAN, You should be ready to answer the questions in the assignment. Read each question carefully, then select the BEST answer. Be sure to select your answer from the subject matter in the TRAMAN. You may refer freely to the TRAMAN and seek advice and information from others on problems that may arise in the course. However, the answers must be the result of your own work and decisions. You are prohibited from referring to or copying the answers of others and from giving answers to anyone else taking the same course. Failure to follow these rules can result in suspension from the course and disciplinary action.

SUBMITTING COMPLETED ANSWER SHEETS: Complete all assignments as quickly as possible to derive maximum benefit from the course. As a minimum, you must submit at least one assignment per month. This is a requirement established by the Chief of Naval Education and Training. Failure to meet this requirement could result in disenrollment from the course.

TYPES OF ANSWER SHEETS: If you are a U.S. Navy enlisted member on active duty or a drilling U.S. Naval Reserve enlisted member, you should use the answer sheet attached at the end of this course and follow the instructions in section A below. If you are an enlisted U.S. Naval Reserve member who is not attached to a drilling unit or if you are an officer, a civilian, or a member of the U.S. Army, Air Force, Marine Corps, or Coast Guard, you should use the Automatic Data Processing (ADP) answer sheets included in the course package and follow the instructions in section B.

A. Manually Scored Answer Sheets

If you are a U.S. Navy enlisted member on active duty or attached to a U.S. Naval Reserve drilling unit, your course will be administered by your local command. You must use the answer sheet designed for manual scoring, NETPMSA form 1430/5, Stock Ordering Number 0502-LP-216-0100. You may get a supply of the forms from your Educational Services Officer (ESO), or you may reproduce the one in the back of this course booklet. DO NOT USE THIS FORM FOR COURSES ADMINISTERED BY NETPMSA.

Recording Information on the Manually Scored Answer Sheets: As you complete each assignment, submit the completed answer sheet to your ESO for grading. You may submit more than one answer sheet at a time. Remember, you must submit at least one assignment each month.

Grading: Your ESO will grade each answer sheet and notify you of any incorrect answers. The passing score for each assignment is 3.2. If you receive less than 3.2 on any assignment, the ESO will list the questions you answered incorrectly and give you an answer sheet marked "RESUBMIT." You must redo the assignment and complete the RESUBMIT answer sheet. The maximum score you can receive for a resubmitted assignment is 3.2.

Course Completion: After you have submitted all the answer sheets and have earned at least 3.2 on each assignment, your command should give you credit for this course by making the appropriate entry in your service record.

Student Questions: If you have questions concerning the administration of this course, consult your ESO.

B. ADP Answer Sheets

If you are an enlisted U.S. Naval Reserve member who is not attached to a drilling reserve unit or if you are an officer, a civilian, or a member of the U.S. Army, Air Force, Marine Corps, or Coast Guard, use the ADP answer sheets provided in your course package. You should use one blank original ADP answer sheet for each assignment. Use only the original ADP answer

sheet provided in your course package; NETPMSA will not accept reproductions.

Recording Information on the ADP Answer Sheets: Follow the "MARKING INSTRUCTIONS" on each answer sheet. Be sure that blocks 1, 2, and 3 are filled in correctly. This information is necessary for your course to be properly processed and for you to receive credit for your work.

As You work the course, be sure to mark your answers in the course booklet because your answer sheets will not be returned to you. When you have completed an assignment, transfer your answer from the course booklet to the answer sheet.

Mailing the Completed ADP Answer Sheets: Upon completing an assignment, mail the completed answer sheet to:

COMMANDING OFFICER
NETPMSA CODE 074
6490 SAUFLEY FIELD RD
PENSACOLA FL 32559-5000

Use envelopes to mail your answer sheets. You must provide your own envelopes or request them from your ESO. You may enclose more than one answer sheet in a single envelope. Remember, regardless of how many answer sheets you submit at a time, NETPMSA should receive at least one assignment a month.

NOTE: DO NOT USE THE COURSE COMMENTS PAGE AS AN ENVELOPE FOR RETURNING ANSWER SHEETS OR OTHER COURSE MATERIALS.

Grading: NETPMSA will grade the answer sheets and notify you by letter concerning your grade for each assignment, your incorrect answers, and your final grade. The passing score for each assignment is 3.2. If you receive less than 3.2 on any assignment, you must rework the assignment. NETPMSA will enclose a new ADP answer sheet in the letter notifying you of the questions you answered incorrectly. You will be required to redo the assignment and resubmit the new answer sheet. The maximum score you can receive for a resubmitted assignment is 3.2.

Course Completion: When you complete the last assignment, fill out the "Course Completion" form in the back of the course and enclose it with your last answer sheet. NETPMSA will issue you a letter certifying that you satisfactorily completed the course. You should make sure that credit for the course is recorded in your service record. YOU MAY RETAIN THE TEXT.

NOTE: YOUR OFFICIAL COURSE COMPLETION DATE WILL BE THE DATE YOUR LAST ASSIGNMENT IS PROCESSED THROUGH THE NETPMSA ADP SYSTEM--NOT THE DATE YOU DEPOSIT THE LAST ASSIGNMENT IN THE MAIL. This is especially important if you are taking the course for Naval Reserve retirement credit. You must mail your answer sheets at least 60 days before your anniversary date. This will provide you with enough time for delays in the mail or reworking failed assignments. DO NOT MAIL YOUR ASSIGNMENTS TO THE NAVAL RESERVE PERSONNEL COMMAND (NRPC).

Student Questions: Refer questions concerning this course to NETPMSA by mail (use the address on page ii) or by telephone: DSN 922-1366 or commercial (904) 452-1366.

NAVAL RESERVE RETIREMENT CREDIT

If you are a member of the Naval Reserve, you will receive retirement points if you are authorized to receive them under current directives governing retirement of Naval Reserve personnel. For the purpose of Naval Reserve retirement, this edition of the course is evaluated at 2 points. These points will be credited to you upon your satisfactory completion of the entire course.

NOTE: YOUR OFFICIAL COURSE COMPLETION DATE WILL BE THE!! DATE YOUR LAST ASSIGNMENT IS PROCESSED THROUGH THE NETPMSA ADP SYSTEM--NOT THE DATE YOU DEPOSIT THE LAST ASSIGNMENT IN THE MAIL. Refer to the Course Completion paragraph under section B. ADP Answer Sheets.

COURSE OBJECTIVES

The purpose of this course is to make you aware of the importance of the service ratings and the positions that military personnel hold at contact points. In completing this course, you should become aware of the importance of good service and proper attitude in the everyday performance of your duties as a contact point representative. You will demonstrate a knowledge of the subject matter by correctly answering questions pertaining to: face-to-face contact with the shipmates that occur during the routine performance of their jobs; the nature of Navy customers and their needs, manning the contact points, and the team spirit and team performance.

Naval courses may include several types of questions-multiple-choice, true-false, matching, etc. The questions are not grouped by type but by subject matter. They are presented in the same general sequence as the textbook material upon which they are based. This presentation is designed to preserve continuity of thought, permitting step-by-step development of ideas. Not all courses use all of the types of questions available. The student can readily identify the type of each question, and the action required, by inspection of the samples given below.

MULTIPLE-CHOICE QUESTIONS

Each question contains several alternatives, one of which provides the best answer to the question. Select the best alternative, and blacken the appropriate box on the answer sheet.

SAMPLE

- s-1. Who was the first person appointed Secretary of Defense under the National Security Act of 1947?
1. George Marshall
 2. James Forrestal
 3. Chester Nimitz
 4. William Halsey

Indicate in this way on the answer sheet:

	1	2	3	4	
	T	F			
s-1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	---

TRUE-FALSE QUESTIONS

Mark each statement true or false as indicated below. If any part of the statement is false the statement is to be considered false. Make the decision, and blacken the appropriate box on the answer sheet.

SAMPLE

- s-2. All naval officers are authorized to correspond officially with any systems command of the Department of the Navy without their respective commanding officer's endorsement.
1. True
 2. False

Indicate in this way on the answer sheet:

	1	2	3	4	
	T	F			
s-2	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	---

MATCHING QUESTIONS

Each set of questions consists of two columns, each listing words, phrases or sentences. The task is to select the item in column B which is the best match for the item in column A that is being considered. Items in column B maybe used once, more than once, or not at all. Specific instructions are given with each set of questions. Select the numbers identifying the answers and blacken the appropriate boxes on the answer sheet.

SAMPLE

In questions s-3 through s-6, match the name of the shipboard officer in column A by selecting from column B the name of the department in which the officer functions. Some responses maybe used once, more than once, or not at all.

A. OFFICER

B. DEPARTMENT

- | | |
|-------------------------------|---------------------------|
| s-3. Damage Control Assistant | 1. Operations Department |
| s-4. CIC Officer | 2. Engineering Department |
| s-5. Disbursing Officer | 3. Supply Department |
| s-6. Communications Officer | |

Indicate in this way on the answer sheet:

	1	2	3	4	
	T	F			
s-3	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	---
s-4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	---
s-5	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	---
s-6	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	---

ASSIGNMENT 1

Textbook Assignment: *Navy Customer Service Manual*, chapters 1 through 4, pages 1-1 through 4-13.

- 1-1. Naval personnel have the same customer service needs as civilian personnel.
1. True
 2. False
- 1-2. Navy members have the privilege of choosing which, if any, of the following details concerning their duty assignments?
1. Location
 2. Occupation
 3. Training
 4. None of the above
- 1-3. What is the Navy's most valuable asset?
1. Fleets of ships
 2. Shipyards/land stations
 3. Fiscal appropriations
 4. Capable people
- 1-4. For the Navy to fulfil its mission, members must often sacrifice their freedom of
1. speech
 2. choice
 3. religion
 4. expression
- 1-5. Improvement of overall customer service depends on improvement in which of the following specific areas of customer service?
1. Timeliness
 2. Human relations
 3. Work organization
 4. Knowledge of rating
- 1-6. Which of the following terms refers to a person who has a need for services?
1. A patient
 2. A customer
 3. A client
 4. Each of the above
- 1-7. Which of the following physical locations is NOT an example of a "contact point"?
1. The legal services office
 2. The ship's store
 3. The radar room
 4. The general storekeeping office
- 1-8. At which of the following contact points would the customer be appropriately called the "client"?
1. Substance abuse office
 2. Disbursing office
 3. Sickbay
 4. Personnel office
- 1-9. Members of which of the following ratings would be assigned to a contact point that provides indirect services?
1. HM
 2. BM
 3. YN
 4. PC
- 1-10. Which of the following terms indicates the ability to use one's training effectively?
1. Skill
 2. Courtesy
 3. Attitude
 4. Cooperation

- 1-11. The structure of the Navy tends to foster which of the following attitudes in its members?
1. Personal
 2. Impersonal
 3. Positive
 4. Negative
- 1-12. Attitude can be described as the tendency to move away from or toward a situation.
1. True
 2. False
- 1-13. An aircraft mechanic spots a loose wire during a preventive maintenance check on a jet engine but does nothing about it. Which of the following attitudes could prompt such an act of neglect?
1. Positive
 2. Negative
 3. Cooperative
 4. Impersonal
- 1-14. Doing your best in any job requires that you have which of the following personal characteristics?
1. Pride in yourself
 2. Pride in your ability
 3. Pride in your job
 4. Each of the above
- 1-15. People are people, and you can't change human nature.
1. True
 2. False
- 1-16. When the consequences of a situation are pleasant or desirable, a person would have which of the following attitudes toward that situation?
1. Positive
 2. Negative
 3. Cooperative
 4. Uncooperative
- 1-17. Before you can have a proper attitude toward others, you must first develop a proper appreciation of which of the following people?
1. The supervisor
 2. The customer
 3. Your coworkers
 4. Yourself
- 1-18. If members only do what they are told to do when they are told to do it, they are reflecting which of the following traits?
1. Lack of training
 2. Lack of skill
 3. Lack of pride
 4. Lack of cooperation
- 1-19. Common courtesy is best described as a voluntary expression of respect for
1. protocol
 2. another's rights or feelings
 3. one's own rights or feelings
 4. tradition
- 1-20. Working with other team members to improve individual performance and the overall efficiency of the organization reflects which of the following types of attitudes?
1. Cooperative
 2. Enthusiastic
 3. Courteous
 4. Indifferent

- 1-21. The things we choose to do or not to do results from which of the following personal characteristics?
1. Habits
 2. Appearance
 3. Self-control
 4. Attitude
- 1-22. The customers' opinion of you as a contact point representative is based primarily on which of the following observations?
1. Your total workload
 2. Your appearance
 3. Your response to their needs
 4. Your friendliness
- 1-23. A customer comes to you with a problem and asks, "Can you help me?" You reply, "Yes, I can." In addition, your response should reflect an attitude that implies which of the following statements?
1. And I will
 2. As soon as time permits
 3. As soon as the information is received
 4. But it will not be easy
- 1-24. You should concentrate on developing which of the following traits and abilities?
1. A stern attitude with customers
 2. A genuine interest in customers' problems
 3. A sense of humor
 4. A superior attitude
- 1-25. Customers receiving services at your contact point usually observe enough of your work to make a completely fair evaluation of you, the contact representative.
1. True
 2. False
- 1-26. If you have a customer who wants to discuss a personal problem, you should treat that person as an individual with what kind of need?
1. Routine
 2. Special
 3. Unimportant
 4. Nonessential
- 1-27. A customer's first impression of a contact point representative is usually based on which of the following characteristics?
1. Mannerisms
 2. Speech
 3. Appearance
 4. All of the above
- 1-28. A customer's first impression of the contact representative will normally be generalized to what specific group?
1. The entire office
 2. The personnel in charge of the contact point
 3. The rating of the contact representative
 4. The ship's company
- 1-29. The practice of "speaking down" to a customer implies you consider that person to be of what status?
1. Stupid
 2. Slow to understand
 3. Less than your equal
 4. Less educated than you
- 1-30. The use of which of the following terms reflects prejudice?
1. Chief
 2. Deck ape
 3. Seaman
 4. Sailor

- 1-31. Placing individuals into groups that you regard as inferior defines what term?
1. Jumping to conclusions
 2. Stereotyping
 3. Prejudice
 4. Racism
- 1-32. When you must serve a customer who is emotionally upset, you should act in which of the following manners?
1. Detached and stern
 2. Calm and confident
 3. Enthusiastic and easygoing
 4. Composed and skeptical.
- 1-33. Ensuring a Navy dependent receives the services to which he or she is entitled is the responsibility of which of the following people?
1. The dependent's contact point representative
 2. The dependent's sponsor
 3. The sponsor's leading petty officer
 4. The customer
- 1-34. You should react to an unpleasant customer in which of the following ways?
1. Repay rudeness with rudeness
 2. Keep the contact as impersonal as possible
 3. Ignore both the manner and attitude and concentrate on the problem
 4. Both 2 and 3 above
- 1-35. Mistakes made by Navy contact point representatives in their handling of customer needs grow out of negative attitudes toward which of the following individuals?
1. The customer
 2. The supervisor
 3. Their coworkers
 4. Each of the above
- 1-36. When you jump to a conclusion, you are actually making a decision based on which of the following factors?
1. Incomplete information
 2. Misunderstanding
 3. Apathy
 4. Rudeness
- 1-37. When a contact point representative reacts adversely to a customer, the representative is most likely reacting to which of the following characteristics of the customer?
1. Appearance
 2. Speech
 3. Attitude
 4. Gestures
- 1-38. To properly identify what a customer is trying to convey, you should use which of the following methods?
1. Ask them to put their problem in writing
 2. Ask them to explain the problem to someone else
 3. Ask them to come back at a later date
 4. Ask them questions in a tactful, skillful manner

- 1-39. A customer came to you for advice but left disappointed. Which of the following circumstances would NOT have caused this situation?
1. The customer felt rushed
 2. You used unfamiliar terms
 3. The customer explained the problem in great detail
 4. Other problems were bothering the customer
- 1-40. Which of the following personal characteristics interfere with effective communication?
1. Cultural differences
 2. Physical problems
 3. Speech habits
 4. Each of the above
- 1-41. Which of the following speech habits would increase understanding?
1. Profanity
 2. Exaggerated accent
 3. Speaking very slowly
 4. Slurred pronunciation
- 1-42. What is the purpose of manning the contact point?
1. To provide a friendly atmosphere
 2. To provide a service
 3. To provide an atmosphere to put the customer at ease
 4. To provide a dynamic environment for training
- 1-43. Disagreeing with a customer about official Navy policy could result in which of the following customer reactions?
1. Anger
 2. Resentment and frustration
 3. Loss of respect
 4. Relief
- 1-44. Routines or procedures provide which of the following benefits?
1. They help identify problems
 2. They increase customer satisfaction
 3. They enable us to do jobs faster
 4. They improve the customer's self-esteem
- 1-45. Which of the following factors causes apathy on the job?
1. The job has a defined purpose
 2. The job is demanding
 3. The job leads to challenging responsibility
 4. The job lacks opportunity for advancement
- 1-46. Which of the following methods should be used to speed up service and reduce the customer's waiting time?
1. Limited services
 2. Written customer requests
 3. Appointments
 4. Walk-ins
- 1-47. The contact point is governed by volumes of regulations, manuals, and directives. Since you cannot memorize their contents, you should concentrate on learning what information?
1. The proper references in which to find answers
 2. The answers to all routine questions
 3. The contents of your most important reference
 4. The contents of all important reference material

- 1-48. Benefits are to be afforded impartially to all eligible members, but when may they be omitted by a command?
1. When the ship size does not allow for service
 2. When the station location is such that it does not permit for the service
 3. When the contact point is not staffed for the service
 4. All of the above
- 1-49. Which of the following circumstances is a reason to impose temporary limitations on the operations of a contact point?
1. Loss of personnel
 2. Oversensitive personnel
 3. Equipment in good working order
 4. Unusually light workload
- 1-50. The contact point representative's reaction to a customer arriving at the contact point can have either a positive or an adverse effect. Which of the following reactions would have an adverse effect on the customer?
1. Being ignored
 2. Being asked to wait in line
 3. Being asked to come back later
 4. Being asked to fill out forms
- 1-51. Customers deserve the courtesy of an answer to which of the following types of questions?
1. Poorly constructed
 2. Complex
 3. Ridiculous
 4. Each of the above
- 1-52. A contact point representative who must answer the phone while providing service should handle the situation in which of the following ways?
1. Keep one of the customers waiting
 2. Ask the customer who has phoned if you may call him or her back
 3. Try to help both customers at the same time
 4. Ask another customer for help
- 1-53. The guiding principle when using the telephone should be to remember you are talking to a
1. telephone
 2. person
 3. stranger
 4. person who is not busy
- 1-54. When helping a customer on the telephone who has difficulty with the English language or who has a speech defect, what action should you take?
1. Give the customer the same consideration as you would when talking face to face with that person
 2. Ask for the customer's supervisor
 3. Tell that person to get someone else to talk for him or her
 4. Ask the person to come to the contact point
- 1-55. Seaman Door works for Captain Pistol in the Administrative office. Which of the following responses should Seaman Door use when answering the phone?
1. "Hello, Seaman Door speaking."
 2. "Admin office; may I help you?"
 3. "Seaman Door here; may I help you?"
 4. "Captain Pistol's office, Seaman Door speaking."

- 1-56. Which of the following types of records is required by official directives?
1. Leave chits
 2. The service center log
 3. Applications for Navy correspondence courses
 4. Handwritten notations regarding customer transactions
- 1-57. A contact point team can be compared to a football team in regard to achieving a goal--or winning. What is the primary element needed to achieve that goal?
1. Hard work
 2. Teamwork
 3. Individual performance
 4. Good supervision
- 1-58. Which of the following elements is an important aspect of teamwork?
1. Increasing responsibilities
 2. Presenting a good appearance
 3. Providing encouragement
 4. Controlling enthusiasm
- 1-59. When a team member is both proficient and experienced in a specific area of his or her rating, he or she can help the other team members by demonstrating what behavior?
1. Showing them how a job is done
 2. Showing them what to study
 3. Providing advice and assistance
 4. Keeping the information to himself or herself
- 1-60. Each member of a team not only influences the mood of the team but also the team's work habits. Work habits, in turn, affect which of the following responsibilities of the contact point?
1. Providing customer service
 2. Controlling personal reactions
 3. Presenting a good appearance
 4. Making a good first impression
- 1-61. Usually a team member performs only one job at the contact point, but he or she may also be expected to perform which of the following jobs?
1. Only the jobs he or she knows
 2. Only the job he or she went to school for
 3. Only the job he or she feels is most important
 4. All jobs at the contact point
- 1-62. To recognize the value of your job at the contact point, you need to know which of the following types of job information?
1. Its value
 2. Its overall mission
 3. Its overall responsibilities
 4. Both 2 and 3 above
- 1-63. To contribute effectively to teamwork, personnel working at the contact points must have what level of knowledge about their rating?
1. Expert
 2. Satisfactory
 3. Minimum
 4. Less than minimum

- 1-64. The team member who has acquired the ability to handle more difficult jobs and indicates a willingness to assume more responsibility should be considered for what position?
1. Senior chief petty officer
 2. Position of greater responsibility
 3. Training supervisor
 4. Position of a higher paygrade
- 1-65. When the Navy provides space to be used as a contact point, who is responsible for making the space functional?
1. The members of a designated team
 2. The arrangement crew
 3. The members of the contact point
 4. The planning and layout team
- 1-66. When planning the physical arrangement of the contact point, you should provide which of the following types of accommodations for customers?
1. A designated contact point representative who can greet and direct customers
 2. Magazines and books with which waiting customers can entertain themselves
 3. A traffic pattern that allows customers to socialize with each other
 4. A lounge area in which waiting customers can find snack machines
- 1-67. Which of the following personnel is responsible for creating a positive atmosphere for a contact team?
1. The team members
 2. The customers
 3. The supervisor
 4. The contact point representative
- 1-68. Performance standards set by each team member must be acceptable by which of the following personnel?
1. Each team member
 2. The officer in charge
 3. The chief
 4. The contact point supervisor
- 1-69. Encouraging team members to accept responsibility for jobs they are overqualified to perform results in which of the following achievements?
1. Ensures the job gets completed
 2. Shows importance
 3. Improves teamwork
 4. Makes the job challenging
- 1-70. Supervisors who instruct their people to look busy demonstrate which of the following traits?
1. Lack of initiative
 2. Poor planning
 3. Poor supervision
 4. Each of the above
- 1-71. As a supervisor you should set goals for team members at what level?
1. Above the level the person is currently achieving
 2. Below the level the person is currently achieving
 3. High enough so that the person can achieve the goal
 4. Low enough so that the person can achieve the goal

- 1-72. You should check completed work to detect errors so that you can achieve which of the following purposes?
1. Reintroduce policies and procedures to help members avoid future mistakes
 2. Assign someone to work with the person who made the error
 3. Review task assignments
 4. Take disciplinary action
- 1-73. Which of the following actions is a reflection of poor supervision when you are trying to meet training needs?
1. Shouting
 2. Criticizing
 3. Bragging
 4. Making excuses

- 1-74. Which of the following factors determines the team member's training needs?
1. Knowledge level
 2. Paygrade
 3. Prior training and experience
 4. Time in service
- 1-75. Which of the following goals is achieved in a training session?
1. Developing trainees' awareness of the supervisor's knowledge level
 2. Providing trainees with shortcuts to do their job faster
 3. Discouraging trainees to exchange ideas and knowledge
 4. Providing trainees with needed instructions

COURSE COMPLETION/DISENROLLMENT FORM
(Refer to instructions in front of course)

PLEASE PRINT CLEARLY

NAVY CUSTOMER SERVICE MANUAL	82972
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NONRESIDENT TRAINING COURSE (NRTC)

NAVEDTRA NUMBER

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NAME, RANK, RATE, CIVILIAN

SSN

IF YOUR COURSE WAS ADMINISTERED BY NETPMSA, YOU MUST SUBMIT THIS FORM TO THE ADDRESS BELOW. IF YOUR COURSE WAS ADMINISTERED BY AN ACTIVE DUTY COMMAND OR NAVAL RESERVE CENTER, DO NOT SUBMIT THIS FORM TO NETPMSA.

COURSE COMPLETION (Date _____)

YOU SHOULD RETAIN THE TRAINING MANUAL AND THE ASSIGNMENT BOOKLET IF THEY ARE NOT CLASSIFIED. If CLASSIFIED, submit the material to your command for proper disposition of CLASSIFIED material. A letter of satisfactory completion will be issued to you after your last assignment is received and processed. This form should be included when you send in the last assignment. If the training manual and NRTC courses are designated with distribution statements B, C, D, E, F, or X, and you decide to dispose of the material, you must destroy the material to prevent disclosure of contents or reconstruction of the document.

DISENROLLMENT (Date _____)
(Did not complete the course)

In the event of disenrollment, submit this form to the address below with any unused ADP answer sheets. You need not return any other course material. If the course material is CLASSIFIED, you must submit the material to your command for proper disposition of CLASSIFIED material. If the training manual and NRTC courses are designated with distribution statements B, C, D, E, F, or X, and you decide to dispose of the material, you must destroy the material to prevent disclosure of contents or reconstruction of the document.

OTHER REASON (Specify) :

PRIVACY ACT STATEMENT

Under authority of Title 5, USC 301, information regarding your military status is requested to assist in processing your comments and prepare a reply. This information will not be divulged, without written authorization, to anyone other than those within DOD for official use in determining performance.

COMMANDING OFFICER NETPMSA CODE 074 6490 SAUFLEY FIELD RD PENSACOLA FL 32559-5000

STUDENT COMMENT SHEET

THIS FORM MAY BE USED TO SUGGEST IMPROVEMENTS, REPORT COURSE ERRORS, OR TO REQUEST HELP IF YOU HAVE DIFFICULTY COMPLETING THE COURSE.

Date _____

FROM:

SSN _____

NAME (Last, first, M.I.)
RANK, RATE, CIVILIAN

STREET ADDRESS, APT #

ZIP CODE _____

CITY, STATE

To: COMMANDING OFFICER
NETPMSA CODE 0318
6490 SAUFLEY FIELD Rd
PENSACOLA FL 32509-5237

Subj: NAVY CUSTOMER SERVICE MANUAL, NAVEDTRA 82972

1. The following comments are hereby submitted:

PRIVACY ACT STATEMENT

Under authority of Title 5, USC 301, information regarding your military status is requested to assist in processing your comments and prepare a reply. This information will not be divulged, without authorization, to anyone other than those within DOD for official use in determining performance.

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DEPARTMENT OF THE NAVY

COMMANDING OFFICER
NETPMSA CODE 0318
6490 SAUFLEY FIELD RD
PENSACOLA FL 32509-5237

OFFICIAL BUSINESS
PENALTY FOR PRIVATE USE, \$300

COMMANDING OFFICER
NETPMSA CODE 0318
6490 SAUFLEY FIELD RD
PENSACOLA FL 32509-5237

PRINT OR TYPE

TITLE _____ NAVEDTRA _____

NAME _____ ADDRESS _____
 Last First Middle Street/Ship/Unit/Division, etc.

RANK/RATE _____ SOC. SEC. NO. _____ City or FPO State Zip
 DESIGNATOR _____ ASSIGNMENT NO. _____

USN USNR ACTIVE INACTIVE OTHER (Specify) _____ DATE MAILED _____

SCORE

	1	2	3	4	
	T	F			
1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
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