

NAF Newcomers Training Schedule

Location - Ft. Eustis O' Club

2123 Pershing Ave, Ft Eustis

Morning Session: 8:00-11:00

- 733 FSS Mission & Vision
- Leader introductions
- Organization details
- Introduce QR code and NAF Newcomers booklet/webpage- What make FSS a Great Place to Work?

- EEO Presentation: 9:30 (15-30 min)

- Discuss First 30 Day Training Requirements Outline (Supervisor's Responsibility)

Lunch at the club or location of choice: 11:00-12:00

Afternoon Session: 12:00-3:00

- S.T.A.R. (Stellar Techniques Achieving Results) Customer Service Training - Dynamic and highly interactive customer service training (open to new and existing staff who may need a refresher)