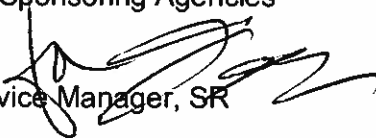


MEMORANDUM

TO: All Tenants & Sponsoring Agencies
FROM: Karen W. Ellis 
Customer Service Manager, SR
DATE: June 2, 2011
SUBJECT: UPDATED: Customer Service Badging Requirements vs. Customer Service Training Requirements

There seems to be some confusion regarding the recent memorandum received from the Security Division outlining the new Customer Service Training requirements effective July 1, 2011. Points of clarification are:

1. The information mentioned in the memo is not a replacement of the current **Passport To Service Excellence** instructor-lead classroom training. Instead, it is a **forty-five** minute (maximum) computerized Interactive Employee orientation with a customer service component.
2. The second method mentioned for completing the training course should be discarded, because it is only applicable to specific companies in which they are already aware of.
3. All new employees seeking a non-SIDA badge will be required to complete these computerized modules prior to receiving their badge.
4. New employees will complete the Fingerprint process first; then once they have been cleared they will complete the customer service training component in the Security Division Training Room.
5. All Non-SIDA badge holders must complete the training as a prerequisite to renewing their badge annually.

I apologize for any confusion that this has caused. I am available to answer questions you may have regarding this new process, please feel free to contact by telephone (404) 382-2184 or I will be addressing this topic during the upcoming Concessionaire's meeting.

Sincerely,

Karen W. Ellis
Customer Service Manager, SR

