



**NONRESIDENT
TRAINING
COURSE**



July 1986

Ship's Serviceman 1 & C

NAVEDTRA 14237

Although the words “he,” “him,” and “his” are used sparingly in this course to enhance communication, they are not intended to be gender driven or to affront or discriminate against anyone.

NAVAL EDUCATION AND TRAINING PROGRAM
MANAGEMENT SUPPORT ACTIVITY
PENSACOLA, FLORIDA 32509-5000

Errata #1

August 1991

Specific Instructions and Errata for
Training Manual (TRAMAN)
Ship's Serviceman 1&C

1. No attempt has been made to issue corrections for errors in typing, punctuation, etc., which are obvious.
2. For page 3-29. See reverse.

RECOMMENDATIONS FOR SHIP'S SERVICEMAN 1&C TRAINING MANUAL

1. Page 3-29-

Delete the negative sentence that starts, "Safety rules are mostly little things." in the first paragraph in the "Safety Precautions" section. Replace it with, "Safety is your most important duty as a supervisor."

Add the following at the end of the "Safety Precautions" section:

Many of the Naval Ships' Technical Manuals (NSTMs), manufacturer's technical manuals, and every planned Maintenance System (PMS) maintenance requirement card (MRC) include safety precautions. Additionally, OPNAVINST 5100.19B, Naval Occupational Safety and Health (NAVOSH) Program Manual for Forces Afloat, provide safety and occupational health information. The safety precautions are for your protection and to protect equipment.

During preventive and corrective maintenance, the procedures may call for personal protective equipment (PPE) such as goggles, gloves, hearing protection, and respirators. When specified, your use of PPE is mandatory. You must select PPE appropriate for the job since the equipment is manufactured and approved for different levels of protection.

If the procedure does not specify the PPE, and you aren't sure, ask your Safety Officer.

Most machinery, spaces, and tools requiring you to wear hearing protection are posted with hazardous noise signs or labels. Eye hazardous areas requiring you to wear goggles or safety glasses are also posted. In areas where corrosive chemicals are mixed or used, an emergency eye wash station must be installed.

All lubricating agents, oils, cleaning materials, chemicals used in maintenance and routine Ship's Servicemen work are hazardous materials. Hazardous materials require careful handling, storage, and disposal. PMS documentation provides hazard warnings or refers the maintenance man to the Hazardous Materials User's Guide (HMUG). Material Safety data Sheets (MSDSs) also provide safety precautions for hazardous materials. All commands are required to have an MSDS for each hazardous materials they have in their inventory. You must be familiar with the dangers associated with the hazardous materials you use in you work. Additional information is available from your commands's Hazardous Material/ Hazardous Waste Coordinator.

Workers must always consider electrical safety when working around any electrical or electronic machinery or equipment. Procedures normally include special precautions and tag-out requirements for electrical safety. You should review you command's electrical safety program instruction and procedures before beginning any work on electrical or electronic equipment or before working with portable electrical tools.

PREFACE

By enrolling in this self-study 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.

COURSE OVERVIEW: In completing this nonresident training course, you will demonstrate a knowledge of the subject matter by correctly answering questions on the following subjects: Navy Supply System, management, procurement, receipts and expenditures, ship's store operations, records and returns, commissaries, and retail operation management (ROM) system.

THE COURSE: This self-study course is organized into subject matter areas, each containing learning objectives to help you determine what you should learn along with text and illustrations to help you understand the information. The subject matter reflects day-to-day requirements and experiences of personnel in the rating or skill area. It also reflects guidance provided by Enlisted Community Managers (ECMs) and other senior personnel, technical references, instructions, etc., and either the occupational or naval standards, which are listed in the *Manual of Navy Enlisted Manpower Personnel Classifications and Occupational Standards*, NAVPERS 18068.

THE QUESTIONS: The questions that appear in this course are designed to help you understand the material in the text.

VALUE: In completing this course, you will improve your military and professional knowledge. Importantly, it can also help you study for the Navy-wide advancement in rate examination. If you are studying and discover a reference in the text to another publication for further information, look it up.

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Sailor's Creed

“I am a United States Sailor.

I will support and defend the Constitution of the United States of America and I will obey the orders of those appointed over me.

I represent the fighting spirit of the Navy and those who have gone before me to defend freedom and democracy around the world.

I proudly serve my country's Navy combat team with honor, courage and commitment.

I am committed to excellence and the fair treatment of all.”

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INSTRUCTIONS FOR TAKING THE COURSE

ASSIGNMENTS

The text pages that you are to study are listed at the beginning of each assignment. Study these pages carefully before attempting to answer the questions. Pay close attention to tables and illustrations and read the learning objectives. The learning objectives state what you should be able to do after studying the material. Answering the questions correctly helps you accomplish the objectives.

SELECTING YOUR ANSWERS

Read each question carefully, then select the BEST answer. You may refer freely to the text. 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 course.

SUBMITTING YOUR ASSIGNMENTS

To have your assignments graded, you must be enrolled in the course with the Nonresident Training Course Administration Branch at the Naval Education and Training Professional Development and Technology Center (NETPDTC). Following enrollment, there are two ways of having your assignments graded: (1) use the Internet to submit your assignments as you complete them, or (2) send all the assignments at one time by mail to NETPDTC.

Grading on the Internet: Advantages to Internet grading are:

- you may submit your answers as soon as you complete an assignment, and
- you get your results faster; usually by the next working day (approximately 24 hours).

In addition to receiving grade results for each assignment, you will receive course completion confirmation once you have completed all the

assignments. To submit your assignment answers via the Internet, go to:

<http://courses.cnet.navy.mil>

Grading by Mail: When you submit answer sheets by mail, send all of your assignments at one time. Do NOT submit individual answer sheets for grading. Mail all of your assignments in an envelope, which you either provide yourself or obtain from your nearest Educational Services Officer (ESO). Submit answer sheets to:

COMMANDING OFFICER
NETPDTC N331
6490 SAUFLEY FIELD ROAD
PENSACOLA FL 32559-5000

Answer Sheets: All courses include one “scannable” answer sheet for each assignment. These answer sheets are preprinted with your SSN, name, assignment number, and course number. Explanations for completing the answer sheets are on the answer sheet.

Do not use answer sheet reproductions: Use only the original answer sheets that we provide—reproductions will not work with our scanning equipment and cannot be processed.

Follow the instructions for marking your answers on the 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.

COMPLETION TIME

Courses must be completed within 12 months from the date of enrollment. This includes time required to resubmit failed assignments.

PASS/FAIL ASSIGNMENT PROCEDURES

If your overall course score is 3.2 or higher, you will pass the course and will not be required to resubmit assignments. Once your assignments have been graded you will receive course completion confirmation.

If you receive less than a 3.2 on any assignment and your overall course score is below 3.2, you will be given the opportunity to resubmit failed assignments. **You may resubmit failed assignments only once.** Internet students will receive notification when they have failed an assignment--they may then resubmit failed assignments on the web site. Internet students may view and print results for failed assignments from the web site. Students who submit by mail will receive a failing result letter and a new answer sheet for resubmission of each failed assignment.

COMPLETION CONFIRMATION

After successfully completing this course, you will receive a letter of completion.

ERRATA

Errata are used to correct minor errors or delete obsolete information in a course. Errata may also be used to provide instructions to the student. If a course has an errata, it will be included as the first page(s) after the front cover. Errata for all courses can be accessed and viewed/downloaded at:

<http://www.advancement.cnet.navy.mil>

STUDENT FEEDBACK QUESTIONS

We value your suggestions, questions, and criticisms on our courses. If you would like to communicate with us regarding this course, we encourage you, if possible, to use e-mail. If you write or fax, please use a copy of the Student Comment form that follows this page.

For subject matter questions:

E-mail: n313.products@cnet.navy.mil
Phone: Comm: (850) 452-1001, Ext. 2167
DSN: 922-1001, Ext. 2167
FAX: (850) 452-1370
(Do not fax answer sheets.)
Address: COMMANDING OFFICER
NETPDTC N313
6490 SAUFLEY FIELD ROAD
PENSACOLA FL 32509-5237

For enrollment, shipping, grading, or completion letter questions

E-mail: fleetservices@cnet.navy.mil
Phone: Toll Free: 877-264-8583
Comm: (850) 452-1511/1181/1859
DSN: 922-1511/1181/1859
FAX: (850) 452-1370
(Do not fax answer sheets.)
Address: COMMANDING OFFICER
NETPDTC N331
6490 SAUFLEY FIELD ROAD
PENSACOLA FL 32559-5000

NAVAL RESERVE RETIREMENT CREDIT

If you are a member of the Naval Reserve, you may earn retirement points for successfully completing this course, if authorized under current directives governing retirement of Naval Reserve personnel. For Naval Reserve retirement, this course is evaluated at 9 points. (Refer to *Administrative Procedures for Naval Reservists on Inactive Duty*, BUPERSINST 1001.39, for more information about retirement points.)

Student Comments

Course Title: Ship's Serviceman I & C

NAVEDTRA: 14237 **Date:** _____

We need some information about you:

Rate/Rank and Name: _____ SSN: _____ Command/Unit _____

Street Address: _____ City: _____ State/FPO: _____ Zip _____

Your comments, suggestions, etc.:

<p>Privacy Act Statement: Under authority of Title 5, USC 301, information regarding your military status is requested in processing your comments and in preparing a reply. This information will not be divulged without written authorization to anyone other than those within DOD for official use in determining performance.</p>
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NETPDTC 1550/41 (Rev 4-00)

CHAPTER 1

INTRODUCTION

This rate training manual is designed to enable the SH2 and SH1 to meet the occupational standards for advancement to First Class Ship's Serviceman and Chief Ship's Serviceman. For detailed information about military requirements for advancement, final multiples, and training sources and publications, consult *Military Requirements for Petty Officer Third Class* through *Chief Petty Officer* and *Basic Military Requirements*.

This chapter provides information on the increased rewards and responsibilities of advancement and the different career opportunities that are available to you. It is recommended that you study this chapter carefully before you begin to study the remainder of this rate training manual.

THE SHIP'S SERVICEMAN RATING

In the Navywide enlisted rating structure, service ratings are provided to meet the need for technical specialization in some ratings but not in others. The Ship's Serviceman rating is a general rating, with areas of specialization identified by Navy enlisted classification (NEC) codes. These specialties include Barber, Navy Exchange Manager, Afloat Sales and Service Specialist, Commissary Store Manager, Laundry/Dry Cleaning Specialist, and Navy Exchange/Commissary Store Specialist. Refer to the current edition of the *Manual of Navy Enlisted Manpower and Personnel Classifications and Occupational Standards*, section II, NAVPERS 18068, for descriptions of the NEC codes applicable to the Ship's Serviceman rating.

Because of the nature of the Ship's Serviceman rating, senior Ship's Servicemen are assigned to a variety of activities. As a senior SH, you may be assigned to a regular sea billet where you may be placed in supervision over the ship's retail and service activities. Or, you may be assigned as a supervisor of civilian or military employees in a Navy exchange or commissary store. You may

also be eligible for training at an instructor school, after which you may be sent to instruct in the SH class A school or in one of the SH class C schools. Or, you may be assigned as a recruit instructor or a company commander at one of the recruit training commands.

Other duty assignments that may be available to you include those in the Naval Education and Training Program Development Center, Pensacola, Florida, where the Navywide advancement examinations are prepared and scored and where rate training manuals, correspondence courses, and other training materials are developed and prepared.

In addition to the special skills and knowledge you should possess for the Ship's Serviceman rating, you must also develop your ability as a leader. You will find that your responsibilities for military leadership are about the same as those of petty officers in other ratings, since every petty officer is a military person as well as a specialist. Your responsibilities for leadership in the supply department are considerable, especially on small ships. The ship's store records, for example, are all-important records and it is your responsibility to see that they are accurately maintained. Only people who are highly competent and have a deep sense of personal responsibility can develop leadership qualities needed to do their jobs well. The ability to lead is most apparent in supervision, although it manifests itself in more subtle ways in everything you do. Certain practical details that relate to your responsibilities for supervision are discussed in chapter 3 of this manual.

REWARDS AND RESPONSIBILITIES OF ADVANCEMENT

Advancement brings both increased rewards and increased responsibilities. The time to start looking ahead and considering the rewards and the responsibilities of advancement is now. Your responsibilities will be many and varied. By this

time, you are probably well aware of many of the advantages—higher pay, greater prestige, more interesting and challenging work, and the satisfaction of getting ahead in your chosen field.

The Navy also benefits by your advancement. Highly trained personnel are essential to the functioning of the Navy. By each advancement you increase your value to the Navy in two ways. First, you become more valuable as a specialist in your own rating. And second, you become more valuable as a person who can supervise, lead, and train others. The extent of your contribution to the Navy depends upon your willingness and ability to accept increasingly broader responsibilities as you advance. When you assumed the duties of an SH3, you began to accept a certain amount of responsibility and accountability for the work of others. With each advancement, you accept an increasing responsibility in military matters and in matters relating to the occupational requirements of the Ship's Serviceman rating.

As you advance to the senior petty officer level, your responsibilities up and down the chain of command will change. Both officers and enlisted personnel will expect you to translate the general orders given by officers into detailed, practical on-the-job language that can be understood and followed even by relatively inexperienced personnel. In dealing with inexperienced people, it is up to you to see that they perform their work properly. At the same time, you must be able to explain to officers any important needs or problems of the enlisted personnel. This means you must be able to communicate clearly and effectively. Remember, the goal of all communication is understanding. To lead and supervise effectively, you must be able to speak and write in such a way that others can understand exactly what you mean. Chapter 3 of this manual discusses some techniques to help you to communicate clearly and effectively.

As a senior Ship's Serviceman, you will also have regular and continuing responsibilities for training. Even if you are lucky enough to have a group of subordinates who are highly skilled and well trained, you will find that some training will still be necessary. Some of your best workers may be transferred, and inexperienced or poorly trained personnel may be assigned to you; or, a particular job may call for skills that your personnel do not have. In addition, you will be responsible for training lower rated Ship's Servicemen for advancement. These and similar situations will require you to become a training specialist who can conduct various types of

formal and informal training programs for subordinate personnel.

As you advance to SH1 and then to SHC, you will find that many of your plans and decisions affect a large number of people, some of whom are not even in the supply department. It becomes increasingly important, therefore, to understand the duties and responsibilities of personnel in other ratings. Petty officers in the Navy are specialists in their own fields. Learn as much as you can about the work of other ratings, and plan your own work so that it will fit in with the overall mission of the organization.

As a First Class Ship's Serviceman and even more so as a Chief Ship's Serviceman, you must keep yourself informed about all changes and new developments that might affect your rating or your work. Practically everything in the Navy—policies, procedures, equipment, publications, systems—is subject to change and development. Some changes will be called to your attention, but you will have to look for others. Try to develop a special kind of alertness for new information. Keep up to date on all available sources of technical information.

IMPORTANT SOURCES OF INFORMATION FOR THE SENIOR SHIP'S SERVICEMAN

As a senior Ship's Serviceman, you will be regularly consulted for up-to-date information on the military requirements and occupational qualifications of the Ship's Serviceman rating. You will also have responsibilities for the technical leadership that will be directly related to the daily work of your organization. No single publication can give you all the information you will need. It is important for you to know where to look for detailed, authoritative, up-to-date information on all subjects related to the occupational standards and naval requirements for advancement in the Ship's Serviceman rating and for the successful performance of Ship's Serviceman work.

To prepare for your future responsibilities as a military leader and advisor of subordinate naval personnel, you should become thoroughly familiar with the current military requirements publications. Since references to these publications are made throughout this chapter, the publications will not be discussed at this time. As a conscientious Ship's Serviceman who is preparing to advance to the senior petty officer level, you should take responsibility for acquiring these publications and for studying them carefully.