



**NONRESIDENT
TRAINING
COURSE**



July 1990

Ship's Serviceman 3

NAVEDTRA 14239

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.

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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: organization and security of supply afloat; operation of the sales outlets; stowage and custody of ship's store stock; customer service in the afloat barbershop; operation of the ship's laundry and dry-cleaning plant; and general maintenance of ship's store equipment.

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 11 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 3

NAVEDTRA: 14239 **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

ORGANIZATION AND SECURITY

This training manual has been prepared for members of the Regular Navy and Naval Reserve in the Ship's Serviceman (SH) rating who are preparing for advancement to Ship's Serviceman third class (SH3).

Ship's Servicemen operate and manage resale activities such as ship's stores, commissary stores, and Navy exchanges; service activities of the ship's stores and Navy exchanges such as laundry and dry-cleaning facilities, vending machines, snack bars, and barbershops; and they perform clerical and stock control functions for all activities operated.

As an SH3, you will work primarily as a sales outlet operator, bulk storeroom custodian, barber, or laundryman. The majority of these billets are aboard ship, so the afloat procedures should be your main concern.

To be successful in this rating, you must possess certain personal characteristics. You should like dealing with people, have a good speaking ability, possess above average arithmetic skills, and have basic recordskeeping abilities.

Getting along with people deals with customer service which is completely covered in the *Navy Customer Service Manual*, NAVEDTRA 10119-B, and therefore, material already included in that manual will not be covered in this manual.

The material covered in this manual is the minimum required of an SH3 to perform the job properly. These are the minimum requirements based on the occupational standards for SH3, which can be found in the current advancement handbook for Ship's Servicemen.

SUPPLY AUTOMATION

The Navy has developed many new systems to make the job of supply personnel easier. Recently, the Navy developed a system for the automation of ship's store records. It is called the Resale Operations Management (ROM) system.

The ROM system has been successfully tested and used aboard ship. It has proven to enhance the accuracy and timeliness of doing ship's store records. The system makes the SH's job easier because it does much of the work the SH used to do by hand.

The ROM system *Terminal User's Guide* (TUG) is the computer system reference book providing detailed information on how to operate the ROM. This publication was developed by and is available free from the Navy Management Systems Support Office (NAVMASSO) located in Norfolk, Virginia. NAVMASSO has also published a *Resale Operations Management (ROM) Desk Top Guide* which is a supplement to the ROM TUG. It is exclusively made up of job sheets. Each job sheet contains a step-by-step guide in performing a ROM function. Although the occupational standards for SH3 do not indicate the use of the ROM system, many of the tasks performed by an SH3 will be centered around the ROM system. Throughout this manual you may see the terms *manual recordskeeping*, *ROM procedures*, and *ROM users*. The term *manual recordskeeping* relates to performing a task without the use of the ROM system. The term *ROM procedures* or *ROM users* is used to indicate that the procedures being discussed are done using the ROM system.

THE SUPPLY SYSTEM

Today's Navy requires millions of items to maintain its operational readiness. The supply system supports these material needs. The supply system is composed of a group of activities that is responsible for procurement, distribution, inventory control, and stowage of all materials except ammunition.

In this chapter you will learn the basics of the supply system and the organization of supply department afloat. You will become familiar with supply department security regulations that you must observe in performing your everyday duties.

NAVAL SUPPLY SYSTEMS COMMAND

The Naval Supply Systems Command (NAV-SUPSYSCOM) provides management policies and technical guidance for naval material to activities of the Navy and Marine Corps. This includes provisioning, cataloging, inventory management, distributing, material handling, traffic management, transporting, packaging, preservation, receipt, stowage, issue, and disposal functions. NAVSUP administers the Navy Stock Fund (NSF) and the Navy Resale Program. NAVSUP also exercises management control of field purchasing offices, inventory control points, supply centers, and other offices concerned with supply support.

NAVY RESALE PROGRAM

The Navy Resale Program has the responsibility for providing an adequate selection and inventory of health and comfort items for Navy personnel. The Navy Resale Program takes care of these needs through the operation of individual stores, service activities, and other offices. The purpose of the Navy Resale Program is as follows:

- To provide a convenient and reliable source from which personnel may obtain, at the lowest practical cost, necessary articles for the health, comfort, or convenience of personnel and services needed in day-to-day living
- To provide through accrued profits a source of funds for the recreation of naval personnel
- To promote good morale

NAVY RESALE AND SERVICES SUPPORT OFFICE

The Navy Resale and Services Support Office (NAVRESSO) is responsible for administering the Navy Resale Program.

NAVRESSO is located in Fort Wadsworth, Staten Island, New York, and is under the command and the authority of the Commander, Naval Supply Systems Command.

NAVRESSO provides technical guidance and administrative assistance to ship's stores afloat. It conducts research, develops new ideas, and advises sea and shore activities on possible

improvements that have been developed. It issues the lists of items authorized for sale in the resale program, enters into agreements with commercial suppliers as to the quality and price of merchandise, and issues or causes to be issued the *Ship's Store Contract Bulletins*, *Ship's Store Afloat Catalog*, *NAVRESSO Price Agreement Bulletins*, and other publications concerned with the displaying and selling of merchandise.

FLEET ASSISTANCE TEAMS

NAVRESSO manages the fleet assistance teams. These teams, located in the major port areas, are made up of master chiefs, senior chiefs, or chief petty officers. NAVRESSO established these teams to provide technical assistance and guidance in all areas of the ship's store operation to shipboard personnel.

Ships can get assistance by calling the fleet assistance team, by submitting a letter to the proper fleet assistance team, with a copy to the Fleet Assistance Team Branch (NAVRESSO), or by naval message in urgent cases. Depending on the size of the ship, visits normally last from 2 to 5 days with no formal report made upon completion.

Ships preparing to deploy should schedule a visit 120 days in advance of the scheduled departure date. During the actual predeployment visit, the fleet assistance team provides information on the *Consolidated Afloat Requisitioning Guide Overseas* (CARGO) (NAVSUP Pub 4998), Q-cognizance items, foreign merchandise, vendor control, and endurance loading. This information is beneficial to the ship preparing for deployment.

The fleet assistance teams may also be helpful before overhaul. Ships scheduled to go to overhaul should schedule an assistance team visit 18 months before the overhaul date. This time is required to permit timely submission of work requests for repair or replacement of equipment.

In addition, the fleet assistance team provides the following services in the operation of the sales outlets:

- Modernization planning
- Merchandise promotion assistance, including layout, display, and signing
- Merchandise planning, including stock control review, model stock plans, and disposition of excess stock