

Front Line Service Training

Presented by
Quality Service Contractors

February 23-24, 2023 | Sacramento, CA

About this Class

This all-new program will help you build a team of star technicians with the knowledge, skills and desire to create exceptional customer experiences, sell more, drive repeat business and create results.

Who Should Attend

Plumbing and HVAC service technicians

Overview

This two-day class will teach plumbing and HVAC service technicians the mindset, concepts and techniques they need to succeed. The program is centered around QSC's Service Delivery System. This is a highly interactive program with exercises, examples and role playing to help technicians hone their skills. Class includes breakfast and lunch both days.

Key Topics

- What is Success?
- Mindset and Attitude
- Brand and Value
- Customer Experience
- Customer Loyalty
- Understanding Customer Needs
- Overcoming Sales Objections
- Being Persuasive
- Upselling

QSC's Service Delivery System

- Establish the First Impression
 - Start your Day
 - Arrive and greet customer
- Diagnose the Situation
 - Interview customer
 - Inspect site
 - Present menu of solutions
 - Obtain customer approval
- Complete the Work
 - Prepare work environment
 - Carryout job
 - Cleanup work environment
- Finalize the Experience
 - Present invoice and depart

Fees

QSC Members: \$749

PHCC Members: \$799

Non-Members: \$849

Date: February 23-24, 2023 Time: 8:00am-5:00pm

**PHCC of California
1820 Tribute RD Ste A
Sacramento CA 95815-4307**



Registration Form

QSC Front Line Service Training

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REGISTRATION CUTOFF
FEBRUARY 10, 2023

PARTICIPANTS

Name: _____, Title _____

Name: _____, Title _____

Name: _____, Title _____

Name: _____, Title _____

(For Additional Names, Please Attach Separate Sheet)

PRIMARY CONTACT

Primary Contact Name: _____

Company: _____

Address: _____

Email: _____

City, State, Zip: _____

Phone: _____

PAYMENT

Check Enclosed \$_____ (Fee x # of Participants)

Credit Card: ☐ Visa ☐ MC ☐ AMEX ☐ Check

Card #: _____ Expire _____ CSC# _____

Name on Card: _____

Signature: _____

Paying by Check?

Mail Check and Form To:
PHCC, 180 South Washington St, Suite 100
Falls Church, VA 22046

Paying by Credit Card?

Fax To: 703.237.7442 or
Scan To: qsc@naphcc.org
Attn: Dawn Dalton

Cancellation and Refund Policy: Cancellations on or before February 10, will be charged a \$75 cancellation fee. NO REFUNDS for cancellations after February 10. Attendee substitutions are always permitted at no charge.