

QSC Update



April 2019

Welcome New Members!

Bryco Plumbing

UBS Financial

Thank You for Your Kind Welcome!

Please know how much I enjoyed meeting each of you who attended Power Meeting 2019. Your warm words of encouragement are much appreciated. Moving ahead, I look forward to contributing to the continued successful implementation of the Board's initiatives and the existing Strategic Plan.

I plan to enlist a "back to the basics" approach, nurturing the founding principles of QSC to ensure that we are consistently "providing specialized business management resources, services and training for plumbing and HVACR service and repair contractors."

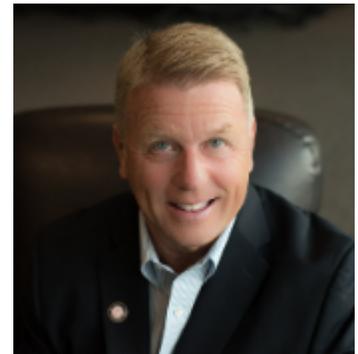
Whether this is done through increased marketing, the enhancement of products and services offered, an increase in new members, the retention of existing members or a combination of each of these, directives will be focused on the needs of QSC members.

I hope that you will contact me at any time to voice concerns, suggest an idea, or just to say hello. I will be happy to hear from you.

All my best,

A handwritten signature in black ink that reads "Dave Chic".

Dave Chic



Power Meeting 2019 Attendees Learn How to Have Fierce™ Conversations and More

Now that Power Meeting 2019 is a wrap, I would like to thank our sponsors once again for making this event possible, and all attendees for taking part in this totally "Fierce" event.

From the pre-Power Meeting Challenge Air for Kids and Friends fundraiser which collected in excess of \$10,000, to sessions that provided the tools for having difficult and improved conversations and knowing the value of your business, this year's program included myriad education and networking opportunities.

Fierce™ Master Facilitator Luis Gonzales provided invaluable information in a fun and interactive format. Attendees were provided the opportunity to discuss ideas that result from Fierce™ conversations and how to

apply them to business, personal and interpersonal relationships.

Telephone Doctor Nancy Friedman shared that being part of Power Meeting 2019 “made her heart sing!” The information that she delivered, applicable to both internal and external customers, was exemplified by her acronym WACTEO or, We Are Customers To Each Other. Key take-aways from Nancy included why not to use useless words, the importance of being a “double-checker”, and why the dreaded hold is indeed so dreaded.

Wealth Advisor Steve Burch CFP, CRPC used a “Shark Tank” presentation format, to find out what dollar amount attendees felt their business, product, service or reputation are worth. Exploring this information gave them the framework to estimate that number, to decide on what factors need to be taken into consideration, and how to know when calculations and expectations are correct or not on track.

John Zink, PHCC Educational Foundation, was unable to attend Power Meeting this year. Good friend Roger Peugeot stepped in to help John out in his absence. Through friendly coercion, 37 QSC members contributed \$8,200 to the Invest in Your Future Annual Giving Campaign. With matching funds this resulted in a total contribution of \$15,433.00.



[QSC At CONNECT 2019](#)

Indianapolis will provide the perfect forum for QSC at CONNECT 2019. Known as the Crossroads of America, Indy is within an easy drive of over half the nation’s population so getting there will be a breeze!

Education, networking and heightening the awareness of QSC will be major focuses during CONNECT 2019. QSC Central will welcome existing members, fill prospective members in on the value of QSC membership and provide a location for education tidbits. Stay tuned for upcoming details!



PHCC PLUMBING-HEATING-COOLING CONTRACTORS ASSOCIATION
Best People. Best Practices.

October 2-4 THE WESTIN INDIANAPOLIS AND INDIANA CONVENTION CENTER

PHCCCONNECT 2019
Ready. Set. CONNECT!

REGISTER NOW!

[Power Meeting 2020](#)

Who doesn't love San Diego? Power Meeting 2019 will provide you with the next opportunity to visit this desirable location.

Mark your calendar for March 11-13, 2020. The Westin San Diego will serve as the host hotel. Located in the heart of downtown, this property is just a short walk or trolley ride away from landmarks and Little Italy, the Gas Lamp Quarter and the San Diego Zoo.

Registration will open soon so save the dates.

QSC Board of Trustees 2019-2020

They did such a great job last year...you asked them to come back. The two open seats on the QSC Board of Trustees were filled by familiar faces, Dan Callies and Jeff Heger. The incumbents ran unopposed during the recently-held nomination and election process.

For the 2019-2020 term Jeff Heger, Deidra McCoy, Dan Callies, Susan Frew, Doug Isley, Jeff Longspaugh, and Stacey Ziegler Harp will serve as your Board of Trustees. Jeff Heger was elected Chair for this term and Deidre McElroy will be Vice Chair.

Many thanks to Dan Callies for his leadership and guidance which involved many transitions over the past year.

Upcoming Training Classes

Currently Scheduled Classes for 2019

May 3-4, 2019

Front Line Service Training
Location: Johnston Supply
Houston, TX

May 15-16, 2019

[Front Line Service Training](#)
Location: TBA
New Jersey PHCC

June 18-19, 2019

[Service Manager Training](#)
PHCC of California - GSA Training Facility Sacramento,
CA

September 17, 2019

[The True Cost of Running a Business](#)
Location: TBA by New Jersey PHCC

September 18-19, 2019

[Front Line Service Training](#)
Location: TBA by New Jersey PHCC

October 23, 2019

[Recruit and Retention](#)
Location: TBA by New Jersey PHCC

October 24, 2019

[Peak Financial Performance](#)
Location: TBA by New Jersey PHCC

For additional information [click here](#).

Happy Birthday To You!

We would like to wish the following QSC members a very happy birthday!

Kenneth Wilburn and Rick Redington, March 1

Rebecca Gold, March 3

Charles Bracco, March 10

Brad Isley, March 12

Bob Miodonski, March 14

Dan Callies and Susan Armstrong, March 26

Mike Appleton, March 30

Contact Your QSC Team

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