

QSC Update



February 2019

Welcome New Members!

DMC Plumbing and Heating

Advanced Plumbing, Inc.

Air Comfort Solutions

Important Power Meeting 2019 Reminders

Power Meeting 2019 is right around the corner and there is still time to take advantage of these special cost-saving offers.

Making your hotel reservations by February 22 will ensure that your accommodations are secured within the host hotel and that the Power Meeting negotiated rate of \$169.00 per night is still available.

Keep in mind that Fierce™ supporting documents will be custom-made for Power Meeting attendees so **registering for Power Meeting 2019 no later than March 1** will provide you with availability additional cost savings as the Fierce™ workshop materials increase in price after that time.

Mark Your Calendars for Pre-Power Meeting Events. Hosted by Hodes Company, this **Fundraising Event Benefiting Challenge Air for Kids and Friends** will be held at Kansas City's popular TOPGOLF. Registration is required and 100% of the proceeds raised will benefit this outstanding charity. Transportation, an open bar, and dinner will be provided.

Prepare your taste buds and get ready to sample some of the best barbeque Kansas City has to offer. This additional pre-Power Meeting FREE event will feature a **Hodes Company tour and lunch; pre-registration is required.** Registrants will receive transportation, education, and an overview of Kansas City's unique sights and its unrivaled barbecue.

[Click here to register](#)

Power Meeting 2019 Education Opportunities

In addition to the Fierce™ keynote and skill-building workshops provided, QSC Business Coaches Beth Dobkin, Rebecca Gold and Les Hanks will offer high-energy, interactive sessions and Wealth Advisor Steve Burch CFP, CRPC will share trending information on today's economy and the importance of knowing the value of your business.

Telephone Doctor Nancy Friedman will guide attendees through the "Golden Nuggets" that will help them craft a blueprint for navigating important business calls. Nancy's session will be another perfect complement to this communications-focused program.



Beth Dobkin
QSC Business Coach



Les Hanks
QSC Business Coach



Rebecca Gold
QSC Business Coach



Steve Burch
Wealth Advisor



Nancy Friedman
Founder, Telephone Doctor

A Message from Your Chairman

Greetings Current and Future QSC Members and Friends.

Power Meeting 2019 boasts a new seminar-focused and value-packed “real play” format designed specifically for attendees who exist in today’s world of vast communication options. Fierce™, established in 1999, has developed custom-tailored curriculum for us to help Power Meeting 2019 attendees develop a blueprint that may be used to structure results-oriented conversations. Fierce™ specializes in teaching people how to communicate with integrity, candor, and authenticity.



Attending Power Meeting 2019 offers:

- Bang for your buck – education of this caliber would cost much more if booked separately
- Practical solutions – the “real play” format of these sessions offers real-life information from your peers
- Tools for you to put into use immediately! – a participant workbook completed during education sessions will help you develop your plan for success

Additional highlights of Power Meeting 2019 will be engaging social and networking events, leadership sessions, “building your business” education, and the opportunity to take part in direct dialogue with other attendees. Whether these interactions are while you are involved in education sessions, during facilitated interactive discussions, or while comparing notes during after-hours activities, the value that these peer-to-peer anecdotes provide is invaluable. The possibilities for professional and personal growth are unlimited.

The Intercontinental Hotel in Kansas City, Missouri will be the host hotel for Power Meeting 2019, March 20 – 22. Situated in the heart of Kansas City’s premier location for shopping, dining, and entertainment, the hotel exemplifies the quality and service associated with InterContinental Hotels.

Please join me to experience a Power Meeting like never before and learn the means for “Achieving Success – One Fierce™ Conversation at A Time.”

All my best,

Dan Callies

Dan Callies, QSC Chair Oak Creek Plumbing, Inc.
Oak Creek, Wisconsin

Thank you to our Power Meeting Sponsors!



Connected in quality.



REMINDER - QSC Trustee Call for Nominations – Deadline Date for Submissions – Friday, February 15

Greetings Current and Future QSC Members and Friends.

Quality Service Contractors is accepting nominations for the QSC Board of Trustees. The QSC Nominating Committee encourages passionate, forward-thinking QSC members to consider “throwing their hat into the ring” and serve as a Board of Trustees member.

These individuals lead the charge for QSC by providing guidance and the directives for the development of products and services for service and repair contractors that include community, training, education, and the coaching that they need in order to accomplish their business goals.

Two Board of Trustees positions will be filled at Power Meeting 2019, March 20-22 in Kansas City, MO. The electronic voting process will be held March 4-8, 2019. Any QSC contractor representative in good standing is eligible for nomination.

Nominations must be submitted in writing to David Chic, QSC Program Director by email to chic@naphcc.org or by postal mail at PHCC - Quality Service Contractors, 180 S. Washington St, Suite 100, Falls Church, VA 22046.

Nominations must include the following information:

1. Nominee's Name

2. Company name, address, telephone, fax, and e-mail address
3. Brief description of what nominee's company does within the PHC industry
4. Description of personal areas of expertise and/or unique capabilities
5. Reason(s) why the nominee joined QSC
6. Description of how nominee has benefited from QSC
7. Description of how nominee will contribute to QSC as a Trustee
8. Photo (high-resolution, at least 300dpi or print ready)

If you are interested but want more information on what is involved, please contact QSC Program Director David Chic, chic@naphcc.org.

Upcoming Training Classes

Currently Scheduled Classes for 2019

February 12-13, 2019

[Front Line Service Training](#)

Instructed by Beth Dobkin
Colorado PHCC office
Denver, CO

February 27, 2019

[Customer Service Rep Training](#)

Aaron and Company
Piscataway, NJ

February 28, 2019

[Slaying the 5 Common Sales Objections](#)

General Plumbing Supply
Edison, NJ

March 29, 2019

[True Cost of Running a Business](#)

Location TBA by Gulf Coast PHCC
Houston, TX

April 3-4, 2019

[Front Line Service Training](#)

PHCC of California - GSA Training Facility
Sacramento, CA

April 17, 2019

[True Cost of Running a Business](#)

Four Points by Sheraton
Phoenix, AZ

Additional Upcoming Classes

May 3-4, 2019

Front Line Service Training
Location: TBA by New Jersey PHCC

May 15-16, 2019

[Front Line Service Training](#)

Location: TBA by Gulf Coast PHCC
Houston, TX

June 18-19, 2019

[Service Manager Training](#)

Instructed by Rebecca Gold
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!

Lee McFarland, February 2
Dale Arndt, February 6
Michael Barker, February 7
Kevin Bienvenu, February 14
Kristine Reed, February 15
Michael Dolan, February 18
George Johnson, February 26

Contact Your QSC Team

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