

QSC Update



July 2019

Greetings from Your Chairman

Since taking over the role as QSC Chairman, I have become more aware of the need to spread the word about the benefits of QSC. Our membership has waned a bit over the last couple of years and I would like to ask for your help recruiting members.

Highlighted in the June QSC Update was our invitation to you, our members, to participate in this year's Membership Referral Program. It's easy and you could win a monthly prize – or the grand prize which will be awarded during **PHCCCONNECT2019** in Indianapolis. This package will include one free coach airline ticket (\$500.00 maximum) and one free hotel room for three nights during **Power Meeting 2020** in beautiful San Diego.



Simply let us know the [information below](#):

- Prospective New QSC Member's Name
- Company
- Address
- City, State, Zip
- Email Address
- Phone Number
- Referring Member's Name
- Referring Member's Company

If you have any questions or would like to submit your referral over the phone, you may call Dave Chic or Dawn Dalton at 800-533-7694.

I would also like to urge you to participate in the QSC Membership Program Benefits Survey below and personally thank all of you who keep the QList active – your thoughts and input are very valuable, keep 'em coming!

All my best,
Jeff Heger, QSC Chair

Meet New QSC Business Coach Franc Exley

Franc Exley is the newest QSC team member, bringing many years of coaching and industry experience to the table.

Franc comes to QSC from Aire Serv & Mr. Rooter where he worked since 2001 as Franchise Consultant, Sales Trainer and Underground Division Instructor. Previously, Franc was owner and operator of a local heating and air conditioning business, with locations in Macon and Savannah, Georgia. Before that, Franc served as Legal Counselor for law firms focusing on class action, insurance and corporate litigation.

Franc is a graduate of Mercer University's Walter F. George School of Law with a Juris Doctor, Taxation and Business Law. He received his Bachelor's degree in Business Administration, Risk Management and Insurance from the University of Georgia.

Franc's first day was Monday, July 1, 2019. With his extensive experience in our industry, as both a business owner and instructor, Franc promises to serve as a tremendous asset to the team.



Rate QSC's Member Benefits!

QSC has amassed quite an impressive list of member benefits over the years – and new ones are currently in the works as well. In an effort to offer the most valuable and relevant programs and services possible, we invite you to weigh in on our current cadre of offerings.

If you will please complete a [short survey](#), this will help us get an idea of:

- Your awareness of current products and services offered
- The value that you place on these products and services
- Whether or not you have used these products and services
- The products and services you would like to see offered in the future
- Whether or not you would recommend QSC Membership to other PHCC Members

We would like to enrich the programs, education, coaching services, publications, toolkits and all of the other tools that you as QSC members enjoy. In order to do that we would like to evaluate the use of those already in place and ones that you would like to see in the future.

Please take a few moments and let us hear from you!

Industry Partner Input

QSC Industry Partner Representative Stacey Ziegler Harp and QSC Program Director Dave Chic had an opportunity to meet with Power Meeting Industry Partner Exhibitors during Power Meeting 2019 in Kansas City, MO. One of the main topics for discussion was the heightening of awareness for each Industry Partner, and various ways to accomplish this initiative.

Stacey highlighted the importance of "being present" during all facets of each QSC Industry Partner event, not just during the exhibit portion. She urged everyone to attend education and social event portions too as these functions offer valuable one-on-one networking opportunities. [PHCCCONNECT2019](#) will be the perfect forum to put these new practices into play!

Also during this time, ideas were exchanged regarding aspects of involvement to include tabletop area floorplans, the means for securing a tabletop exhibit space and other related logistical details. Prior to [Power Meeting 2020](#) in San Diego a survey regarding these options will be sent to exhibitors, asking for their input on the ideas suggested.

Stand by Industry Partners, this survey will be on its way to you very soon.

QSC Member Benefit of the Month

While classroom training remains a popular method for delivering instruction, QSC also recognizes the value of online training to accommodate members' time and scheduling challenges.

QSC Members may take advantage of an easily accessible virtual training option that will help provide staff members with the “soft skills” training and competencies needed to enhance business image and customer service.

ServiceSkills.com offers 24/7 online access to content in the Telephone Doctor® Complete Video Training Library. QSC Members with broadband access to the internet and multimedia PC’s can view these videos that offer the means to measure course retention through quizzes, view post-quiz feedback, print key point reminders and earn certificates of completion, directly from their desktops. And, Premium and Pro QSC Members receive five FREE license registrations (*One license per staff person - licenses can't be shared*).

To preview one of the training modules – click below. Keep in mind that these are videos of videos so the sound quality may be compromised.

Windows Movie - <http://www.screencast.com/t/YjM4YjI1N>

Flash movie - <http://www.screencast.com/t/ZTYxZTJm>

To register, please email jackson@naphcc.org and include "ServiceSkills.com License Request" in the subject line.

Essential Level Membership – Discontinued December 31, 2019

The QSC Board of Directors recently decided to eliminate the “Essential Level” of QSC membership.

Since the implementation of QSC membership levels was a fairly new structure and participation in this level of membership was declining, evaluation of this offering resulted in this decision. Existing Essential Members will be given the opportunity to upgrade their memberships for an additional \$100.00 per month prior to the end of 2019 and the ability to take advantage of the benefits within Pro Level Membership. QSC staff will contact these members to coordinate details.

Questions? Let us answer them for you. You may contact Dave chic@naphcc.org or Dawn dalton@naphcc.org or via telephone at 800-533-7694.

Coaches’ Corner – Succession Planning

One of our QSC Business Coaches recently worked with a QSC Member to help design a model succession plan. Do you have one for your business? Have you thought about all of the facets needed that need to be taken into consideration thoroughly?

Let us help you. Please contact us for more information!

Pillars of Success – Update

QSC Business Coaches and staff are dedicating time to the implementation of this vital member benefit program as introduced during CONNECT 2018 in Albuquerque. Stay tuned for future updates and to learn more about how you can take advantage of it – soon!



[10 Tips to Become a Successful Business Owner](#)

Twenty-five years ago, Sandy Cleary left her career as an aerospace engineer to follow her passion and start a cruise travel agency in her mother's basement. Under Cleary's leadership, CruCon Cruise Outlet grew to one of the largest sellers of cruises in North America, with more than \$135 million in annual cruise volume. With a background like this, it seems each of us can learn from Sandy's 10 tips to become a successful business owner. And even if you are already wildly prosperous, you will find the short succinct reminders in the linked article well worth your attention.

[Click here to read more](#)



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For more information contact: Ronald.Shanaver@Milwaukeetool.com, 262-749-0415

Upcoming Education

September 17, 2019

[The True Cost of Running a Business](#)

Ace Plumbing Heating and Electrical Supplies, Inc.
667 South Delsea Drive
Vineland, NJ

September 18-19, 2019

[Front Line Service Training - Franc Exley](#)

Happy Birthday To You!

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

Jeff Waldman – July 4

Erin Morrison – July 8

Mike Morosi – July 14

Bob Macca – July 15

Steve Allen – July 22

Ace Plumbing Heating and Electrical Supplies, Inc.
667 South Delsea Drive
Vineland, NJ

October 23, 2019

[Recruitment and Retention - Franc Exley](#)

Location: TBA by New Jersey PHCC

October 24, 2019 [Peak Financial Performance - Franc Exley](#)
Location: TBA by New Jersey PHCC

For additional information [click here](#).

Charlie Gans – July 25

Jeff Longspaugh – July 26

Rick Ianier – July 26

Lawrence Snow – July 29

Les Hanks – July 29

Mark Larkin – July 30

Contact Your QSC Team

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