

# Front Line Service Training

Presented by  
**Quality Service Contractors**  
October 1-2, 2018 | Dallas, Texas

## 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 Ten Step 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

## Fees

QSC Members: \$649

PHCC Members: \$749

Non-Members: \$899

## Dates

October 1-2, 2018

## Time

8:00am - 5:00pm

## Location

La Quinta Inns & Suites - Dallas Love Field  
8300 John West Carpenter Fwy  
Dallas, TX 75247  
Ph. (214) 414-9000

## QSC Instructors

Susan Frew and Kathy Nielsen



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



# Registration Form

## QSC Front Line Service Training

October 1-2, 2018 | Dallas, Texas

REGISTRATION CUTOFF

September 24, 2018

### PARTICIPANTS

Name: \_\_\_\_\_, Title \_\_\_\_\_

Name: \_\_\_\_\_, Title \_\_\_\_\_

Name: \_\_\_\_\_, Title \_\_\_\_\_

Name: \_\_\_\_\_, Title \_\_\_\_\_

(For Additional Names, Please Attach Separate Sheet)

### PRIMARY CONTACT

Primary Contact Name: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

### PAYMENT

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

Credit Card:  Visa  MC  AMEX  Check

Card #: \_\_\_\_\_ Expire \_\_\_\_\_ CSC# \_\_\_\_\_

Name on Card: \_\_\_\_\_

Signature: \_\_\_\_\_



#### Paying by Check?

PLEASE fax (703)237-7442 or email  
dalton@naphcc.org a copy of the form  
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  
Phone: 703.237.8100 ext. 893  
Scan To: dalton@naphcc.org  
Attn: Dawn Dalton

**Cancellation and Refund Policy:** Cancellations on or before September 24, will be charged a \$50 cancellation fee. NO REFUNDS for cancellations after September 24. Attendee substitutions are always permitted at no charge.