

# Texas Plumbing, Heating, Cooling Contractors Presents:



## “TOPS Training” (Total Opportunity Performance Systems) TECHNICIAN TRAINING



This **1 day** course instructed by QSC Business Success Coach, Les Hanks is designed for service providers to help them understand and develop specific attitudes and activities that will improve their level of professionalism before, during and after their time spent with the customer.

### TECHS WILL LEARN:

#### Delivery System

- Step 1 – Starting Your Day
- Step 2 – Arriving at the Job
- Step 3 – Greeting Your Customer
- Step 4 – The Interview Process
- Step 5 – Presenting Solutions
- Step 6 – Obtaining Approvals
- Step 7 – Setting up a Clean Work Environment
- Step 8 – Completing the Job
- Step 9 – Offering Options
- Step 10 – Cleaning Up
- Step 11 – Presenting the Invoice
- Step 12 – Completing the Experience

**DATE: January 17-18, 2018**

This Class is offered two consecutive days to allow you to send ½ your techs one day and the other ½ the next day

**TIME:**

**8:00am – 5:00pm**

**LOCATION:** Milton Frank Plumbing Co. Inc. (PHCC Member)  
17304 Stuebner Airline Rd  
Spring, TX 77379

### TOPICS:

- Personal accountability.
- Goal Setting.
- Why are successful people successful? What are their secrets?
- Service from the customer’s point of view.
- Why customers won’t do business with us (you) again?
- What are customers looking for?
- Personality types: Learning to work with each type will make your job easier

### Registration Fee

**PHCC Members:** \$149.00 per person

**Non-Members:** \$199.00 per person

**REGISTRATION CUTOFF: January 1**

Name: \_\_\_\_\_

January 17 or  January 18

Name: \_\_\_\_\_

January 17 or  January 18

Name: \_\_\_\_\_

January 17 or  January 18

Name: \_\_\_\_\_

January 17 or  January 18

Primary Contact Email: \_\_\_\_\_

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

City/State/Zip: \_\_\_\_\_ Phone: \_\_\_\_\_

Check Enclosed \$ \_\_\_\_\_ (amount x # of attendees)

**Mail Check To: PHCC - QSC  
180 South Washington St. - Suite 100  
Falls Church, VA 22046**

Credit Card:  Visa  MC  AMEX

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

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

**Fax to: 703.237.7442 Attn: Dawn Dalton**

**REGISTRATION CUTOFF: January 1**

**Refund Policy:** Cancellations on or before January 1, will be charged a \$50 cancellation fee. NO REFUNDS for cancellations after January 1. Attendee substitutions are always permitted at no charge.