


# "Business Operations and Systems Success"

## A Dynamic One-Day Financial Program

SPONSORED BY

**THE CLASS WILL FOCUS ON:**

- \* Income Statements
- \* Balance Sheets
- \* Chart of Accounts
- \* Accounting Terms

**BREAKOUT SESSIONS:**  
During the breakout sessions you will learn how to use financial statements to make business decisions. This is a powerful learning tool that you can apply to your own business the next day!

The B-O-S-S program is a one-day interactive financial program. The instructor will be Les Hanks, Business Success Coach and Trainer for Quality Service Contractors (QSC). This course was designed for the plumbing, heating and cooling industry and is intended for company owners, managers, or anyone that needs a better understanding and working knowledge of financial statements, how to use them and how to price their services correctly and *profitably!*

**When:** January 16, 2018

**Time:** 8:00am-4:00pm

**Where:** Milton Frank Plumbing Co. Inc.  
17304 Stuebner Airline Rd  
Spring, TX 77379

**BE SURE TO BRING A CALCULATOR!**



### This is what they are saying:

The B-O-S-S program is a great benefit to go to for everyone, from the person just starting off, to the contractor who is coming off the truck. Even the experienced business manager who needs to be reminded of the important issues that affect the profitability and his/her quality of life. *Ron Newman, Lakes Plumbing, Heating & Cooling, Inc., Spirit Lake, IA*

If anyone gets the chance to go to a B-O-S-S class, go. You will get to learn how to run a successful business from one of the best. B-O-S-S was great, don't miss it. *David Singleton, David R. Singleton, Inc. Manchester, MA*

### REGISTRATION FEES:

**PHCC Members:** \$249.00 per person  
**Non-Members:** \$299.00 per person

**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.

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

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

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

City-St-Zip: \_\_\_\_\_

Mail Check To: PHCC-QSC  
180 S. Washington Street #100  
Falls Church, VA 22046

EMAIL: \_\_\_\_\_  
*(Primary contact)*

Check Enclosed (*Payable to: QSC*)

Charge My Credit Card:  Visa  MC  AMEX

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

EXP DATE: \_\_\_\_\_

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



**REGISTRATION DATELINE: January 1, 2018**

**FAX TO: 703.237.7442 Attn: Dawn Dalton**

**Questions? Call the PHCC National Office (703) 237-8100 ask for Dawn - QSC Office**