

# New Jersey Plumbing, Heating, Cooling Contractors Presents:



## "TOPS Training" (Total Opportunity Performance Systems) TECHNICIAN TRAINING



This **1 day** course instructed by QSC Business Success Coach, Rebecca Gold 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:** October 23, 2017

**TIME:** 8:00am – 5:00pm

**LOCATION:** Aaron and Company  
30 Turner Place  
Piscataway, NJ 08855

### SPONSORED BY:



### 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

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

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

**REGISTRATION CUTOFF: OCTOBER 13**

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

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

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

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

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

Check Enclosed \$ \_\_\_\_\_ (amount x # of attendees)      Mail Check To: QSC / PHCC - 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: October 13**

**Refund Policy:** Cancellations on or before October 13, will be charged a \$50 cancellation fee. NO REFUNDS for cancellations after Oct 13. Attendee substitutions are always permitted at no charge.