



# QUALITY SERVICE CONTRACTORS (QSC) TRAINING PROGRAMS



QSC business coaches offer a multitude of classes to industry professionals throughout the year via PHCC chapters, at member business locations, and at annual meetings like PHCCCONNECT and QSC Power Meeting.

## PLEASE NOTE:

PHCC Chapters and contractor members who host these training programs will receive a revenue share from QSC.

You do not need to be a member of QSC to engage with these industry training programs, although discounted pricing applies to QSC members.

Each course is tailored and allows for various options in terms of delivery time, e.g., one-day, two-day, one-hour, etc.



### Frontline Service Training

In this course, attendees explore the mindset of the service professional, the expectations and buying motives of customers, a dedicated service delivery system, and how to create exceptional customer experiences and sales techniques for success in building your team of superstars.



### Customer Loyalty Specialist Training (CSR)

This training is designed to provide a system that you and your organization can follow to answer and book calls, provide great customer experiences, and enhance the profitability of the company. We will also focus on daily, weekly, and monthly activities your customer service team should be performing to help improve customer retention, increase opportunities, and optimize your marketing budget.



### Service Manager Training

This course is designed to help owners, managers and rising leaders improve their leadership skills, master efficiency, increase productivity, motivate team members and manage the business by using standard operating procedures, best business practices, and key performance indicators for accountability.



### BOSS Training

This training is 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!



### The True Cost of Running Your Business

Properly figuring your break-even cost and establishing a proper selling price is a fundamental calculation that all contractors need to understand. In this course, we will help you determine your proper selling price to cover ALL your costs when providing service, plus a profit based on the percentage you choose.



### Peak Financial Performance

This training is designed to show owners and key management personnel the importance of running the business with actual numbers in mind. Key principles of budgeting are discussed, along with analyzing breakeven sales, profit and loss evaluation and tech performance boards. The building blocks of add-on sales and invoice coaching is taught so that everyone understands the why and the how of growing profits.



### Emotional Intelligence Training

Join us as we explore the five competencies of emotional intelligence and discover tips to improve awareness of your emotions, thoughts and reactions to create a culture of collaboration, coach and motivate others, resolve conflicts, and build psychological safety within your teams.

## GET STARTED



**Beth Dobkin**, Director of Business Coaching Services will get your program set up and scheduled.

**Phone:** (916) 835-5013 **Email:** [dobkin@naphcc.org](mailto:dobkin@naphcc.org)

Special pricing is available for QSC members.

## How does the business training program work?

There are many options to choose from. We can also design a custom training program package for your chapter or team:

- In person with a PHCC Business Coach
- Virtually with a PHCC Business Coach
- With a mix of in person and virtual, if purchasing multiple trainings
- Spread out over the course of the year
- Or, PHCC can set up the registration for a PHCC chapter or PHCC contractor interested in hosting

