



## QSC Membership Benefits



### “Getting the Most out of Your QSC Investment”

#### QSC Mission Statement:

*To provide the Quality Service Contractor with Training, Technology, And Professional Development, resulting in superior CLIENT Service and Satisfaction.*

#### QSC Vision Statement:

*Using innovative training programs and networking to advance quality service contractors, maximizing profitability and being acknowledged as the “Best of the Best.”*

#### QSC Website Included in QSC Investment

[www.qsc-phcc.org](http://www.qsc-phcc.org) is your source for many of the QSC programs, member directory, Industry Partner information and links to their sites. You do need to apply for your own personal user name and password, but once you have that, you have access to the Member Area of the Web site. And once you have access to the Member Area of the Web site, you have access to many of the QSC programs, plus you can complete you own Member Profile.

#### Webinars – Web based seminars Included in QSC Investment

Just one of those technological advances that our Mission statement promised to provide. By logging on to a website at your desktop and dialing a number, you can participate in any number of training sessions on topics covering marketing, advertising, technician training and many more to come, right from your desk. Just close your door, and let the learning begin. As soon as the webinar is over, hang up the phone, log off the website and either go back to work, or start implementing what you just learned. No travel, no limit to attendees, and one fee for however many people in the room.

**Recording of all previous webinars are offered FREE of charge to QSC Members Only.**

**Email Dawn Dalton [dalton@naphcc.org](mailto:dalton@naphcc.org) to receive a copy of the recordings.**

#### Member Plaque Included in QSC Investment

This is an attractively framed, ready to hang, visible expression of your commitment to improving your business through your membership in QSC.

#### Member Pin Included in QSC Investment

Our gift to you when you join. Then, it is our joy to award you with another one when you reach your five-year and ten-year milestone with QSC. Many members have already received their 5 year and their ten year pins.

#### “Fast Trac” Plumbing Technician Home Study Program

**Received one complimentary copy of the “Fast Trac Plumbing” Home Study book Included in your Membership Box (\$99.00 value) (Does NOT include testing)**

**For more information, go to [www.qsc-phcc.org/memberBenefits.html](http://www.qsc-phcc.org/memberBenefits.html)**

**Fast-Trac Plumbing Technician Continuing Education Program** featuring 18 subject modules, 63 lesson plans, and 38 self-administered tests ensuring that you have an in-house means to train new employees.

**~ Questions or To Order the Program with Testing or an Additional Book ~**

**Please contact Patrice Jackson at (800) 533-7694 ext 885**

**(email: [Jackson@naphcc.org](mailto:Jackson@naphcc.org))**

## QSC Membership Benefits

### "Fast Trac" HVAC Technician Home Study Program

**Receive one complimentary copy of the "Fast Trac HVAC" Home Study book Included in your Membership Box (\$99.00 value) (Does NOT include testing)**

[www.qsc-phcc.org/memberBenefits\\_fasttrac.html](http://www.qsc-phcc.org/memberBenefits_fasttrac.html)

The home study program, administered by QSC, teaches individuals the proper techniques of service, repair and replacement of residential and light commercial HVAC systems. The course consists of 22 modules, 43 lessons and one to three exams each, depending on the subject matter. QSC recommends the training course be supplemented with instruction by employers with actual on-the-job training performance in the area of each module of instruction. It is estimated it should take 18 to 22 months to complete the course.

Each of the 43 lessons should take one to two hours to study. The lessons are grouped into various subject areas for variety and interest, and also to try to match the work experience of the service technician. Illustrations are used to help clarify text.

The student's progress is then periodically gauged by completing 29 open book, self-administered examinations that will be sent off for independent grading by QSC. Following completion of the final examination, the tech will be awarded an official completion certificate and shoulder patches.

*"I'm thrilled and delighted that we have been able to field this first segment of what promises to be an awesome industry benefit. While nothing will replace the PHCC full four-year apprentice HVAC program, Fast Trac delivers a method to maximize your tech's productivity on the job in as little as 12 to 18 months." said Past QSC Chairman and Trustee Keith Bienvenu.*

**~ Questions or To Order the Program with Testing or an additional book ~**

**Please contact Patrice Jackson at (800) 533-7694 ext 885 (email: [Jackson@naphcc.org](mailto:Jackson@naphcc.org))**

### Fantastic Forms Library Included in QSC Investment

This little CD holds over 1300 pages in 3 volumes. These pages mean time and money if you had to create a form from scratch. You can duplicate the forms, contracts, ads and more that are stored on this disc. Every form represented here has been shared by fellow QSC members for you to copy. For instance, you may be looking for a particular type of invoice. Just go to volume 2, section 7 and you will find many examples for you to take ideas from.

### Member Profile on the Web Site Included in QSC Investment

Another powerful member benefit that lets you search other members' information such as: Size of their company, number of employees, sales volume, type of vehicles, software they are using, types of equipment they use, whether they are on Flat Rate or time and materials, and much, much more.

### Toolbox Talks Included in QSC Investment

ToolBox Talks are intended to be used as a topic for discussion in employee meetings. They are sent out by QSC and are developed by the ToolBox Talks Committee. There are archives on the QSC Web site of ones that have been sent previously. The topics range from customer service, safety, and technical. Please use them to keep your employees properly educated.

## QSC Membership Benefits

### Customer Care Part 1 – How to Build a Fence Around Your Customers Included in QSC Investment

Did you know that most customers are lost due to sheer neglect? This is a comprehensive program for retaining customers and getting more value from their continuing business.

#### By following the process, you will:

- \*Learn how to grow you business from your existing customer base
- \*Discover the incredible power of a simple “Thank you”
- \*Find out the best ways to get customer referrals
- \*Uncover the secrets of up-selling and cross-selling
- \*Put the most efficient methods of database management to work for you

### Customer Care Part 2 – Building Bridges to New Clients Included in QSC Investment

It's all about growth and higher income. Whether you are a small or large company, building new business is crucial to your success. With this proven program you will learn the process of identifying prospects and turning them into clients / advocates. These programs can be customized to match you capabilities, market and the way you do business. You will note the subtle change referring to “clients,” not “customers.” This change reflects your professionalism, implies long-term relationships that raise the lifetime value of each client. This change will help establish the perception and reality: you are professionals. You provide valuable, ongoing services to people who depend on you.

#### You will find techniques on how to:

- \*Position yourself and your business
- \*Determine your target markets
- \*Prospect for new clients and close them
- \*Advertise and promote your business
- \*Grow through client referrals
- \*Create lifetime value

### Business Operations Manual Included in QSC Investment

This is a tool to help you run your company.

#### Some of the headings:

- \*Client Satisfaction:
- \*Provide information on setting up and running an employee on call schedule
- \*Verify client satisfaction
- \*How to handle client complaints
- \*Service Operations:
- \*Call scheduling
- \*Service check list
- \*Trucks/truck inventory

### Marketing for the Quality Service Contractor – Planning That Works Included in QSC Investment

A program rolled out in February of 2004, followed up with monthly webinars, Includes over 200 pages of marketing/advertising information, plus three active Excel spreadsheets for your use in developing a plan and budget, allowing you to track your marketing.

## QSC Membership Benefits

### QSC List Serve – Q-List Included in QSC Investment

The Qlist is probably one of QSC's best benefits! It's a highly interactive internet discussion list open to all QSC member firms and Industry Partners. If you have a question, need an odd part, have a personnel question, or just want to vent a little, post it out on the Q List, someone is always listening, ready to lend a helping hand or maybe just commiserate with you. It's also a wonderful cost effective way for staff and Industry Partners to disseminate program information and industry happenings. Does it get cluttered up with personal chatter, yes sometimes, but all you have to do is hit "delete". If you don't want to be bothered by the constant popping up of these emails, just set up a folder and have the Q-List emails go straight there. Then, read them at your convenience.

Now you remember a Q-List discussion that took place and you want to review the comments. Relax. They're archived on the QSC website. A full history of the conversation, with a Search engine and instructions for how to search, will always be available for the Q-List. The Archive will give you convenient access to the entire conversation. Browse through manually or use the Search to find key words in the body of messages sent to the list.

### EPL for Residential Included in QSC Investment

[www.eplresidential.com](http://www.eplresidential.com)

EPL for Residential is a 24/7 on-line web training company and resource site specializing in providing content to contractors who are looking for ways to improve their businesses. The company specializes in the areas of business management, leadership, service department operations, technician training, sales processes and more. The Web site features an electronic "Ask the Expert" consulting system that is extremely popular with members. This feature provides direct answers to direct questions. This feature is FREE with your QSC membership. (NOTE: Non Members pay \$199 Annual Membership to access)

**To receive your Username and Password, contact  
Patrice Jackson, QSC Membership Coordinator at (800) 533-7694  
email: [jackson@naphcc.org](mailto:jackson@naphcc.org)**

### QSC Monthly Business Audio Recordings (Grandy & Associates) Included in QSC Investment

As part of your membership package, QSC furnishes you a monthly Service Contractor BUSINESS Audio Recordings of the Month featuring a different national speaker on a different business topic. Each professionally recorded presentation provides your company with PROFIT INCREASING – COST REDUCING ideas to help you make more money. It's like attending a seminar each month, but in the comfort of your car, home or office. Some of the past programs have been presented by some of our very own QSC members, including: Scott Ziegler, Roger Peugeot, Bob Sinton, Paul Nebraska, Adams Hudson, and Tom Grandy

## QSC Membership Benefits

### Maintenance Agreement Program

Included in QSC Investment

The QSC Maintenance Agreement program will give you all the tools to develop, price and sell your very own maintenance agreements, built to fit your company. This will include the following:

- ▶ Creating a culture that supports maintenance agreements.
- ▶ Getting the service techs buy in to maintenance agreements.
- ▶ Creating value in your maintenance agreements, making sure the value is always higher than the price.
- ▶ Learning how to schedule maintenance agreements in order to maximize profit.
- ▶ What is the annual value of a maintenance agreement?
- ▶ Understanding and making Happy Calls.
- ▶ Understanding and using the wheel of value.
- ▶ The in-home selling process with maintenance agreements.
- ▶ The paperwork process of maintenance agreements.
- ▶ Creating career paths using maintenance agreements.

AND there is a complete packet of customizable marketing materials for your use.

### Service Fitness Training DVD Series

One Service Fitness Training DVD set is included in the QSC Investment (\$695 value)  
Included in your Membership Box

QSC members now have a leading edge, industry-specific training program. *Service Fitness* was developed with the plumbing and HVACR industry in mind. The program consists of the DVD series made up of 42 modules including, participant manual, instructors manual, discussion questions, frequently asked questions along with sample scripts, conflict role-plays and sales role-plays. This is not a canned or an off the shelf program. *Service Fitness* was designed and presented to provide users with a secret and an ongoing training weapon which can be utilized throughout the year. **Free set is included in each membership box.**

To download the table of modules for this DVD.

<http://www.qsc-phcc.org/images/serviceFitness.pdf>

Review the streaming video - "Introduction to the Service Fitness"

Quicktime

<http://www.naphcc.org/publications/QSC/ServiceFitness/ServiceFitnessModule1web.mov>

Windows Media Player

<http://www.naphcc.org/publications/QSC/ServiceFitness/ServiceFitnessmodule1winmedia>

\* Please note viewing requires a high-speed connection

## QSC Membership Benefits

### Human Resource Information Website (Federal and State HR) Included in QSC Investment

Your search for federal and state HR answers has just gotten easier. The website offers you the latest tools, easy navigation, Instant HR Answers search technology, enhanced legal analysis, and so much more. The website provides the advice and answers you need to complete your human resources tasks faster and easier.

They do it by offering these features:

#### [Human Resources Library](#)

It's the largest, most up-to-date source of compliance and policy information available. You'll find thousands of articles-all of them in-depth but easy to read. Zero in on what you need by drilling down through our topics and subtopics, browsing our A-Z topic list, or using our search engine, which you'll find in the top, right corner of every page.

#### [HR Daily News](#)

No time to sift through newspapers and news sites? No problem. Every business day, HR.BLR.com does it for you, highlighting the most important developments - court rulings, new legislation, and much more - affecting the workplace. How good is our newsgathering? Good enough to be relied upon as a source for [Google News](#).

#### [Time Savers](#)

Save time and work with hundreds of sample job descriptions, calculators, sample policies, sample letters, checklists, and training meetings.

#### [Salary Center](#)

Salary data on thousands of jobs features reliable, accurate pay scales and salary survey data for national, state, and metro areas that save you time and money.

### QSC Business Management Coach Included in QSC Investment

What does Lawrence Snow do for QSC? – Lawrence is QSC's business coach. He is available to you with unlimited phone, fax and e-mail support...it's all included in your QSC investment.

**Lawrence Snow**  
QSC Business Coach  
Phone 801-766-4881  
Cell 801-318-5593  
Fax 801-768-2819  
[LawrenceSnow@comcast.net](mailto:LawrenceSnow@comcast.net)

## QSC Membership Benefits

### Safety Resource Information Website Included in QSC Investment

(Non Members pay basic  
subscription of \$895 per year)

This website is the most comprehensive safety training and compliance information on the Web. (Here are just some of the valuable tools you'll find on this site):

#### ► Customizable and Downloadable Training Tools

Thousands of PowerPoints, checklists, forms, prewritten sample plans, and meetings.

#### ► Regulatory Analysis

Plain-English summaries of the differences between OSHA and state safety laws and regulations.

#### ► Daily Regulatory Updates

Thousands of state and federal final regulations, proposed regulations, and notices, updated daily.

► **Best Practices.** Hundreds of case studies and white papers with practical guidance.

► **Daily News.** Feature articles written by BLR's staff of safety professionals, updated daily.

#### ► MSDS Search

Easily search our database of over 3.5 million MSDSs that you can download and use. The most comprehensive MSDS database is always at your fingertips, available online, day or night, from any computer connected to the Internet, giving you the freedom to access MSDSs when and where you need to.

#### ► Newsletter Wizard

Quickly and easily create custom employee newsletters that can be printed, emailed or posted on your company's intranet.

#### ► Plan Builder

Select from our library of safety plans, customize them to suit your company's needs and assemble them into collections you can save in our personal library.

#### ► Fun & Games

Do your workers find your training dull? It doesn't have to be. Our hilarious cartoons, brain-teasing puzzles, and engaging activities will grab your workers' attention and reinforce your very serious safety message.

## QSC Membership Benefits

**Complete Human Resource Staff and Services (SESCO Management Consultants) Included in QSC Investment**

▶ **Telephone Consultation** - The SESKO professional staff is available on a priority basis to provide, **without charge**, unlimited telephone consulting to eligible members of Quality Service Contractors for the purposes of preventing and solving human resource management problems and complying with federal/state employment regulations.

The SESKO professional staff is "on call" daily to assist Quality Service Contractors members on a priority basis.

▶ **Employee Handbook Reviews** - SESKO will review Quality Service Contractors members employee handbooks for a flat fee of \$200 per review. The review will be followed-up by a thorough report providing the Quality Service Contractors member with an overview of their employee handbook to include compliance to federal and state employment regulations as well as suggested policies to ensure that the employee handbook is an effective communications document as the cornerstone of the employer-employee relationship.

▶ **Monthly Newsletter** - SESKO will distribute in electronic format, The SESKO Report, monthly to all Quality Service Contractors members. Simply contact SESKO to be placed on their mailing list.

▶ **Discounted Consulting Services** - **The SESKO staff is available to provide consulting services as requested which include:**

Human Resource Compliance Assessments  
Organizational Development/Family Business Consulting  
Employee Handbooks  
Policies and Procedures Manuals  
Federal and State Compliance Posters  
Personnel Forms  
EEO and Wage-Hour Representation  
Performance Management Systems  
Team Development  
Conflict Resolution  
Online Recruitment Tools  
Employee Benefit Statements  
Wage and Hour Compliance  
On and Offsite Management Training (Online - Tele-Seminars)  
Screening and Hiring Systems  
Employee Retention Systems  
Strategic Planning

▶ **Human Resource Documents (40+ documents available at no charge)**

## QSC Membership Benefits

### Downloadable Documents Included in QSC Investment

#### Categories

Administrative Forms  
Credit/Collections  
Employee Administrative  
Employee Job Descriptions  
Financial  
Flyer Brochure and Mailers  
Inspections  
Inventory  
Invoice and Reports  
Maintenance Agreements  
Marketing Tips  
Miscellaneous  
Newsletters  
Organization Planning  
Press Releases  
Proposals and Bids  
Safety  
Scripts  
Signs  
Surveys  
Trade Show Planning  
Truck/Vehicle Photos  
Vehicle  
Winterizing Agreements

### ServiceSkills: Online Customer Service Training

 serviceskills.com v2.0

(Additional Fee Required)

While classroom training remains a popular method for delivering soft skills instruction, QSC realizes the benefits of using the web to offer a blended solution to their members' service training challenges.

QSC equips its members' with the skills they need to best serve their customers. ServiceSkills.com offers 24/7 access to the content in the Telephone Doctor® Complete Video Training Library. QSC members with broadband access to the Internet and multimedia PCs can now view high quality video chapters, measure retention with online quizzes, view post-quiz feedback, print key point reminder and earn certificates of completion - directly from their desktop.

**The cost is \$39.00 per person for 24/7 - 12 months of access to the training per person / license.**

#### Questions?

Please contact Patrice Jackson at (800)533-7694 ext 885  
(email [Jackson@naphcc.org](mailto:Jackson@naphcc.org)).

## QSC Membership Benefits

### QSC In-House Business Consulting Services (Available for additional fee)

For a very affordable fee, the business coach is available to QSC members for in-house business consulting and coaching. He can perform a business tune-up and management structure overhaul generally in 2 days.

**QSC Members: \$850 per day** plus expenses for on-site visits, plus FREE unlimited phone, fax and email support.

**Testimonials:** <http://www.naphcc.org/publications/gsc/BusinessCoachTestimonials.pdf>

**Lawrence Snow**  
QSC Business Coach  
Phone 801-766-4881  
Cell 801-318-5593  
Fax 801-768-2819  
[LawrenceSnow@comcast.net](mailto:LawrenceSnow@comcast.net)

### "BOSS" One Day Financial Training Program (Registration Fee Required)

List of dates and locations, go to [www.qsc-phcc.org/events.html](http://www.qsc-phcc.org/events.html)

In addition to Lawrence Snow's coaching duties, he travels around the country, teaching the QSC's BOSS (Business Operation Systems Success) Program. The B-O-S-S program is a 1 day interactive financial program. The program is available to QSC members at a discounted rate, but open to any service contractor. It is intended for company owners, managers, or anyone that needs a better understanding and working knowledge of financial statements and how to use them.

***The class focuses 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 powerful learning tool that you can apply to your own business the next day!*

### Truck Decals

Another way to show your clients and your community that you are a member of QSC, a premier professional association.

**Large QSC Truck Logo (7 1/2" x 12") ~ Price \$4.50 ea**

**Small QSC Truck Logos (6 1/4" x 3 3/4") ~ Price \$3.00 each**

**QSC Logo Stickers (5/8" x 1 1/8" ~ 500 per roll) ~ Price \$28.00 each** (*The Logo Stickers are perfect for proposals, invoices, folders and other promotional and business materials*).

### Uniform Patches

**QSC Uniform Patch ~ Price \$2.00 each**

Distinctive blue coloring. Another tool to help you bring the QSC and PHCC logo into your client's home or business, building industry recognition and not only exhibiting your association with QSC, but that you are committed to a higher level of service and professionalism.

## QSC Membership Benefits

### Industry Partner Discounts [www.qsc-phcc.org/links.html](http://www.qsc-phcc.org/links.html)

Several of our Industry Partners offer discounts or rebates especially for QSC members.

### DVDs of Power Meetings (Available for additional fee)

QSC has videotaped – now offered in DVD - just about all of its Power Meeting speakers and these are available to members for minimal cost. What better ways to take some of the things you learned back and share it with the rest of your staff? (*Power Meeting 2 thru Present available*)

### 2 Power Meetings per year (Registration Fee Required)

**Check out the schedule, speakers and info about the programs for Power Meeting XXXIV – Nashville, Tennessee, April 7-9, 2011 - <http://qsc-phcc.org/power.html>**

**List of dates and locations, go to [www.qsc-phcc.org/events.html](http://www.qsc-phcc.org/events.html)**

A great opportunity for members to network and gain knowledge that will help you grow your business.

### “TOPS” (Total Opportunity Performance Systems) Technician Training (Registration Fee Required)

**List of dates and locations, go to [www.qsc-phcc.org/events.html](http://www.qsc-phcc.org/events.html)**

**The “TOPS” program is a 1-day class** instructed by QSC Business Coach, Lawrence Snow. “TOPS” is a training session designed for service providers to help them understand and develop specific activities and “attitudes” that will improve their level of professionalism before, during, and after their time spent with your customers.#

#### **YOU WILL LEARN:**

#### **Delivery System**

**Step 1** – Arrival ~ **Step 2** – At the Door ~ **Step 3** – Entry ~ **Step 4** – Diagnosis ~ **Step 5** – You are the Expert ~ **Step 6** – The Solution ~ **Step 7** – Price ~ **Step 8** – Workstations ~ **Step 9** – Options ~ **Step 10** - Finish like a Professional

#### **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 them will make your job easier.

## QSC Membership Benefits

### Bi-weekly Technician Training In Your Office (Additional Fee Required)

Technician training from the QSC Business Coach and QSC Industry Partners. This *POWER TOOL*, from the QSC coaching team, is available to all QSC members. This is designed to help your technicians become more successful and professional...from the comfort of your office. All you will need is a computer and a speaker phone. The training lasts approximately 30 minutes every other week. You will log in to the meetings via Webinar at the time and day you choose.

**Tuesday – 7:30 AM or 8:30 AM – all are Eastern Times.**

**Thursday – 8:00 AM; 9:00 AM; 10:15 AM or 12:30P.M. – all are Eastern Times**

#### Examples of topics:

- Exceeding your customers expectations
- Differences between average techs and great ones
- Why are successful people successful
- How and why do customers buy
- How to deal with different personalities
- The art of the close
- Handling customer complaints
- Putting synergy to work
- Why goal setting is often unsuccessful
- Your business from your customers point of view
- The home safety inspection
- The Service agreement
- The 10-step delivery system
- At the end of each session there will be a safety topic

**All for only \$89.00 per month**