



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



**DATE:** September 14-15, 2010 (Tues - Wed)

Class is offered two consecutive days to allow you to send 1/2 your techs one day and the other 1/2 the next day.

**TIME:**

9:00 am – 4:00 pm

The "TOPS" program is a 1-day class instructed by Quality Service Contractors (QSC) Business Coach, John O'Connor. "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.

**LOCATION:**

**PHCC of Los Angeles**  
2869 Glenview Avenue  
Los Angeles, CA 90039  
Phone: (323) 913-7335

**Registration Fees:**  
PHCC-QSC Members: \$99.00 /person  
After Sept 1<sup>st</sup> \$124/person

Non-Members: \$150 per person  
After Sept 1<sup>st</sup> \$175.00/person

*The two technicians I sent to the TOPS training program both came back to work with a renewed excitement for customer service. Both technicians loved how motivating the speaker was. One felt he was able to use some of what he learned the very next day. As a business owner, I felt the training was worth every penny of investment by having technicians that provide a higher level of enthusiastic service that our customers deserve.*

*Thank you and keep the training coming,  
David LeRoy Plumbing, Inc. New Cumberland, PA*

**~ Registration Deadline ~**

**Wednesday – September 1<sup>st</sup>, 2010**

\*\*\* No cancellations after Sept 1<sup>st</sup> \*\*\*

Substitutions are permitted

If class is canceled for not achieving the minimum of 15 attendees – all registrations will be refunded

**Technicians are requested to wear their normal work uniforms.**

**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**

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

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

Class date: September 14 or 15 (circle one)

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

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

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

Class date: September 14 or 15 (circle one)

(For Additional Names, Please Attach Separate Sheet)

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

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

EMAIL: \_\_\_\_\_

Check Enclosed \$ \_\_\_\_\_ (amount x # of attendees) Check Payable To: QSC

Credit Card: Visa \_\_\_\_\_ MC \_\_\_\_\_ AMEX \_\_\_\_\_

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

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

**Mail Payment To:**  
**Quality Service Contractors**  
**180 South Washington Street**  
**Falls Church, VA 22046**

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

**Questions:** Call or Email ~ PHCC of Los Angeles – 323.913.7335 - Email: phcctraining@sbcglobal.net  
(Contact: Sandi Soleta)