



“TOPS Training”

(Total Opportunity Performance Systems)

TECHNICIAN TRAINING



DATE: June 15-16, 2010 (Tues - Wed)

Class is offered two consecutive days to allow you to send ½ your techs one day and the other ½ the next day.

TIME:

9:00 am – 4:00 pm

LOCATION:

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

Registration Fees:

**PHCC-QSC Members: \$99/person
After May 28th \$124/person**

**Non-Members: \$150 per person
After May 28th \$175.00/person**

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.

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 ~
Friday – May 28, 2010**

***** No cancellations after May 28th *****

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.

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.

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

Name: _____

Class date: June 15 or 16 (circle one)

Name: _____

Class date: June 15 or 16 (circle one)

Name: _____

Class date: June 15 or 16 (circle one)

Name: _____

Class date: June 15 or 16 (circle one)

(For Additional Names, Please Attach Separate Sheet)

Company: _____ Address: _____

City/State/Zip: _____ Phone: _____

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)