

Sponsored by The Building Standards Institute

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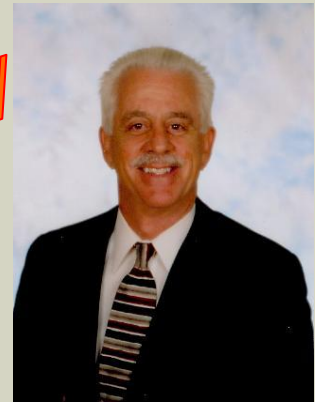
"Great job! A must for every new warranty representative"
 – Taylor Morrison Homes

"A great course for all departments...Customer Service, Construction and Purchasing"
 – KB Home

Inspect. Educate. Protect.

Educational seminars will improve the skill levels of customer service personnel and field superintendents in the homebuilding industry.

Fully Certificated



Bringing 30 years "hands-on" homebuilding experience to the classroom

David E. MacLellan, Instructor/Author

Seminar 1

Targets Customer Service Reps and Field Superintendents (4hrs)

Course Includes:

- Typical challenges to customer service personnel & field superintendents
- Making the walkthrough a positive experience
- Tips and tricks for handling unhappy customers
- Overview of an effective Quality Control Program
- The "Seven Deadly Sins" of homebuilding
- J.D. Power – 10 Factors of Customer Satisfaction

Materials Include:

64-page, 4-color illustrated workbook
 FREE copy of The California Building Performance Guidelines **OR** The National Home Maintenance Manual if training is outside of California
 Free subscription to The BSI Newsletter
 Certificate of Training from the BSI

Requirements:

\$250 per participant. Minimum 20 participants. Maximum 24 participants. If your company doesn't have 20 participants ask about sharing a session with another builder. Cost of Mr. MacLellan's travel expenses when taught at your location.

Seminar 2

Interpreting SB 800

Course Includes:

- Step-by-step instructions through the Response Time Matrix
- Cross referencing the 45 Functionality Standards with 324 Performance Guidelines in the *California Building Performance Guidelines Manual*
- Enhanced Protection Agreements: Pro's and Con's

In addition to the SB 800 Compliance Guide which is furnished with the course, each participant will need a copy of the *California Building Performance Guidelines Manual*. If this copy is not provided by the Builder, it is available for the special course price of \$44.95. (Normally \$49.95)

Requirements:

\$3500, includes: SB 800 Summary Compliance Guide, Cost of Mr. MacLellan's travel expenses when taught at your location anywhere in California.

For further information and scheduling contact: Leanne Hamaji @ (925) 937-BOOK or Leanne@pacificinterwest.com