

Top Gun Technician Excellence: Beyond Diagnostics

Date & Time: December 7-8, 2021 | 8:30am – 4:30pm (Day 2 starts at 7:30am)

Location: 779 Church Rd. Elmhurst, IL 60126

Class Description

Top Gun Technician Excellence – Beyond Diagnostics is a two-day team building class that will provide Service Technicians with the “soft” tools to perform their job better. Through a series of breakouts, Technicians will develop improved customer communication skills, learn how to drive customer satisfaction, sales leads, and referrals through a defined service delivery procedure. This process will help Technicians reduce callbacks, improve revenue generation, and increase job satisfaction while increasing their overall value to the company.

With workers hard to find, companies today must invest in their Technicians to get top-level results and retain team members. Top Gun Technician Excellence is the ultimate workshop for maximizing Technician performance and job satisfaction.

Class Mission

Understand	<i>Impact of your role to the company health</i>
Understand	<i>The costs to run a profitable service department</i>
Understand	<i>The role of “today’s” Service Technician</i>
Identify	<i>The traits of “today’s” Service Technician</i>
Identify	<i>Steps to create long term-clients</i>
Learn	<i>Effective methods for reducing callbacks</i>
Learn	<i>How to increase your value to the company</i>
Learn	<i>How to increase your overall job satisfaction</i>
Learn	<i>Steps to maintain a positive client service attitude.</i>
Learn	<i>To communicate options with clients in “homeowner” speak</i>
Learn	<i>How to guide clients into making a decision</i>
Build	<i>Professional image in the eyes of your clients</i>
Create	<i>Happy clients, drive positive referrals.</i>



Shaun Weiss’ experience in the HVAC and plumbing industry spans several operational, management and sales roles, with a concentration in – and passion for – Service Management & Service Operations. He has management experience in the Residential, Commercial and large-scale Industrial Mining markets.

He has built and grown service, installation and sales teams from scratch and has improved operational performance in Sales, Installation and Plumbing operations for each company he has worked for.

Sign-Up Details

Price

- \$500 per person
- \$250 per additional attendee

Contact: Mary Kletzien
VP of Sales & Marketing
mkletzien@basesolutions.com

Who Should Attend

Owners, Service Managers, Service Technicians, Dispatchers



Driving Profit
& Growth



This class is certified for NATE CEUs!





Top Gun Technician

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PLEASE FILL OUT & SEND TO MARKETING@BASESOLUTIONS.COM

Contractor Name _____

Attendee Name(s) _____

Phone # _____

E-Mail Address _____

Liberties Level _____

Cost: \$500 per person for 1st attendee _____

Additional attendee from same company. \$250 each _____

PAYABLE BY CREDIT CARD OR CHECK

PLEASE FILL OUT & SEND TO MARKETING@BASESOLUTIONS.COM

Territory Managers:

Kyle Steiner: 224-213-6891

Rob Roe: 224-725-9544

Dalton Landman: 724-584-0104

Pedro Valdes: 224-289-7664



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& Growth*