



MY LEARNING CENTER TRAINING ANNOUNCEMENT

HVAC Onboarding

Cost: FAD - \$500 / non-FAD - \$525 PP
Date: Thursday, October 11th, 2018
Hours: 8 FAD Factory Hours
Trainer: Patrick Chapman, Grandy & Associates
Time: 8:00am-5:00pm (breakfast & lunch provided)



HVAC Onboarding

Course Description:

Over the last several years, everyone in HVAC has felt the effects of the labor shortage in our industry. More than ever before, people with little or no HVAC experience are being hired by local contractors.

This one-day class is specifically designed to provide your new personnel with a solid grasp of foundational HVAC terms and principles including:

- ✓ Understanding major and minor system components: What are the parts and pieces that work together to make the comfort system function.
- ✓ The importance of proper system design and installation
- ✓ Efficiency requirements and their role in our industry.
- ✓ Why IAQ is such a big part of HVAC
- ✓ Comfort Controls and the role of duct work in proper system function.

We will also explore why there are so many system options and the benefits of offering higher efficient choices to your clients.

Whether you are working the service counter, are an inspiring install or comfort consultant; this class will be a spring board to a successful career in HVAC.

Training Location
Carrier Enterprise
1370 Park Central Blvd South
Pompano Beach, FL 33064

Dealer: _____ **Acct. #:** _____ **Phone:** _____

Contact: _____ **Email:** _____

Attendee Names: _____

Contact: Carlene.Reydel-Finkelstein@carrierenterprise.com **Office:** 954-247-2011

Carrier MVP, Pro Bowl, and Starter Dealers can use training vouchers if available – one voucher per student.
Dealers in the Carrier MVP, Pro Bowl and Bryant Evolution can coop the cost 50/50 if funds are available.

Self- registration: See next page

Cancellation must be done 72 hours prior to the date of the class or the company will be billed for any No Shows.



turn to the experts



WHATEVER IT TAKES:

Satisfaction Guaranteed!

Register through My Learning Center

- Log into **HVACpartners.com**
- From the **Learning Center** menu select **My Learning Center**
- Click **Access My Learning Center**
- Select the **Upcoming Events** category at the bottom
- Use the < > month calendar arrows to choose the month of the course.
- Locate **HVAC Onboarding**
- On the right of the course name click the down arrow - Click **REGISTER** or **REGISTER OTHERS**
- Click **Register**
- Click **Confirm Registration** – If you do not receive a confirmation email, please contact us.

hvacpartners.com
YOUR SINGLE SOURCE

PRODUCTS & SOLUTIONS MARKETING TOOLS SUPPORT CENTER **LEARNING CENTER** ORDER MANAGEMENT

My Dashboard

Video Tutorial

VIDEO LIBRARY

hvacpartners.com
YOUR SINGLE SOURCE
Enhance Usability
Simplify Navigation

What's New

Title	Post Date
Welcome	01/13/2016

Training Portals & Guides

- My Learning Center
- Technical Training
- Parts Training
- ExpertEdge

Training Support Materials

- iSales
- "Master" Sales Training
- Training Materials
- Catalog

Tests/Certifications

- Controls Expert Training
- BAS University

Welcome

Carlene Reydel-Finkelstein
Florida Distribution, Orlando, FL

MY PROFILE

MY TOTAL HOURS: 0

SETTINGS

- Need Help?
- Contact Us

New 2018 Dealer Classroom Courses!

Looking for NEW Training to Schedule for this Fall? Some of My Learning Center's most popular Training Partners have new courses ready just in time for your fall scheduling. Full descriptions of the courses, pricing, and other information can be found by clicking on the links below. Secure your dates today for these all new Factory FAD credit training courses!

HVAC Onboarding - Grady & Associates (8 Hours) - [View Video](#)
HVAC Sales Mastery - Grady & Associates (12 Hours) - [View Video](#)
Successfully Developing & Managing Employees - ECR (8 Hours)
Business Owner's Bootcamp - Service Business Evolution (8 Hours)
CSR: Levels in Disarray - Grady & Associates (16 Hours)
Start Desires for Profit & Efficiency - ECR (16 Hours)
Strategic Time Management - Lewis Associates (8 Hours)

Territory Manager University Fall 2018 Now Enrolling! Invest in the success of your Territory Managers! Previous attendees have reported robust results in territory engagement including recruiting, loyalty, and dealer growth. **Class size is limited, so enroll today!**

Sales College: August 28-31, 2018
Dealer Recruitment: September 25-27, 2018
Technical and Product Conference: November 12-14, 2018
Dealer Business Academy: December 10-14, 2018

Request a New Course **Classroom Course Catalog** **Upcoming Events** **Training History**

MY Learning Center Company Hours Cart Help Carlene Reydel-Finkelstein

Event Calendar

Export to CSV Print Calendar

Event ID	Start Date/Time	Course Name
22973	10/5/18 8:00am CDT	Business Owners Boot Camp
22457	10/9/18 8:00am EDT	HVAC Onboarding
22458	10/10/18 8:00am EDT	HVAC Onboarding
23104	10/11/18 8:00am EDT	HVAC Onboarding
22962	10/15/18 12:00pm CDT	HVAC Onboarding - Live Stream Online
22715	10/17/18 8:00am CDT	Strategic Time Management
22642	10/23/18 8:00am EDT	Art of Financing

OCTOBER 2018

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					05	06
07	08	09	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

MY LEARNING CENTER TRAINING ANNOUNCEMENT

Service Sales Success School: 12 Steps to the Ultimate Client Experience

Cost: FAD - \$490 / non-FAD - \$510 PP

Date: Tuesday, October 30th, 2018

Hours: 8 FAD Factory Hours

Trainer: Kenny Chapman, The Chapman Companies

Time: 8:00am-5:00pm (breakfast & lunch provided)



Service Sales Success School: 12 Steps to the Ultimate Client Experience

Course Description:

Mediocre sales numbers really can be a thing of the past! In this class the instructor will help technicians form strong connections with clients, deliver proven sales techniques, and take their sales to the next level. From new techs who need a solid foundation of sales skills, to seasoned technicians who can use a refresher to maximize every service/sales call, they will leave this session excited to improve their average tickets.

Specific topics covered are:

- The 12-Step Ultimate Client Experience
- Building Confidence to Increase Sales
- Directing the Service Call Process
- How to Ask the Right Questions & Expertly Handling Objections
- Delivering Options for Maximum Results
- Selling Service Agreements - How and Why
- How to Get More Positive Reviews Than Ever Before

You already give them the tools they need to do the technical work; now give them the tools they need to improve their sales and customer service skills.

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turn to the experts™ turn to the experts™

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Carlene Reydel-Finkelstein
Florida Distributor,
Orlando, FL

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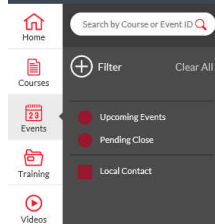
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[MY] Learning Center



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22962	10/15/18 12:00pm CDT	HVAC Onboarding - Live Stream Online	✓
22642	10/23/18 8:00am EDT	Art of Financing	✓
22616	10/23/18 8:00am EDT	HVAC Sales Mastery	✓
22644	10/24/18 8:00am EDT	Business Owners Boot Camp	✓
22643	10/24/18 8:00am EDT	Art of Financing	✓
22968	10/29/18 12:00pm CDT	HVAC Onboarding - Live Stream Online	✓
23105	10/30/18 8:00am EDT	Service Sales Success School: 12 Steps to the Ultimate Client Experience	✓
22605	10/30/18 8:00am EDT	Strategic Time Management	✓

