

# Achieve Real Success TODAY!!

RETAIL RESIDENTIAL SERVICE • RESIDENTIAL REPLACEMENT • COMMERCIAL/INDUSTRIAL SERVICE • JOB TRAINING • MUCH MORE...

## Ready-Built Client Solutions Online



Take action today with the industry's lowest cost way to achieve success!! Implement proven **Ready-Built<sup>SM</sup> HVAC** retail residential or commercial service **websites, business systems, processes and forms** – and do so for less than the cost of a cup of coffee a day!!

### Make the phone ring more with our:

- Best-practice website with SEO blogging, reviews and inbound links
- Using call assessment forms on all service and sales calls
- Sending seasonally timed internet, media & direct mail campaigns

### Make more money with our:

- Service & installation flat rate price books
- Professional service/sales call handling processes & forms
- Efficient written work delivery standards & forms
- Effective labor productivity management processes
- Benchmark & KPI rules based management
- Right at your desktop training & unlimited support

### Make more FREE time with our:

- Management of processes – not people

### Take Action TODAY!!

Visit us at [www.GrowMyHVAC.com](http://www.GrowMyHVAC.com) or call 800-240-2823 for more details about our step-by-step plan for achieving real success.

### Stop Missing Your Opportunities

“Ready-Built HVAC Business Solutions Center delivered everything they promised. Our customer satisfaction and profit levels are at an all-time high!”



**Dennis Clark**  
Phoenix heating & Air

Powered by:



Divisions of Building Services Institute

# About Our Company

Welcome to the Ready-Built Client Solutions Online Business Training Center Program, your choice for complete retail residential and commercial HVAC business systems, website, online staff job training and expert implementation coaching, and a way to open a world of opportunities to impact your HVAC/R company and you. We are proud to be a company with a reputation for honesty and integrity and a long history of service and training to HVAC contractors. Ready-Built has helped contractors grow their businesses. Now Ready-Built is offering a select group of our HVAC/R dealers a unique opportunity to learn how to quickly and profitably grow their business."

## Ready-Built Client Solutions Online Business Training Center

Discover how the Ready-Built Client Solutions Online Business Training Center's best practice website and online HVAC departmental tracks are fueling contractor success, even in these recessionary times. It is all powered by GrowMyHVAC.com's online job training center a division of BSI with a 15 year history of success in HVAC contractor business development, professional development, and staff education. **It is The Ready-Built Client Solutions Online Business Training Center Advantage!**

We offer a consumer friendly website with built-in SEO, as well as, six complete best-practice HVAC departmental tracks, associated business forms and implementation support. **Each department track provides a set of proven business processes, methodologies, and governances for a successful Retail Residential or Commercial HVAC business, designed to FAST TRACK your business growth and development efforts.** Our program also includes unlimited expert implementation support coaching and mentoring. See detailed descriptions on the following pages of our best-practice HVAC departmental tracks and associated business forms.

## Why the Ready-Built Client Solutions Online Business Training Center?

### We consider ourselves as your business partner.

We know what dealers need in their businesses to be successful. In a market that seems to get more challenging every year, you need tools and strategies to increase lead conversion rates and decrease the time dedicated to serving customers. We can offer you a way to do both.

### We 100% Guarantee your Success

**We are so sure of our program and its ability to have proven positive results that we include a written 100% absolute money back guarantee!** With our guarantee, your financial risk of loss is greater by not working with us on your business. All that we require from your company for this guarantee is that you and your staff participate in the business growth program.

### We Customize a Growth Center to Your Unique Business Needs

The Ready-Built Client Solutions Online Business Training Center's online education offers you more than just HVAC business-focused programs on your terms. We give you the control to schedule your business improvement work. There are no job interruptions, travel expenses, or hours spent searching the campus map. You and your staff can attend classes anytime, anywhere 24/7. See our Training Center at [www.GrowMyHVAC.com](http://www.GrowMyHVAC.com).



# Open up a World of Opportunities

The Ready-Built Dealer Online Business Training Center provides more than just complete business systems, online training and expert coaching – it also opens up a world of opportunities for you and your HVAC/R company. It is powered by Building Services Institute’s 15+-year history of success in HVAC business development, professional development, and staff education. It is the Ready-Built Client Solutions Online Business Training Center Advantage.

This catalog is a comprehensive listing and description of all the Ready-Built Dealer Online Business Training Center’s business systems, websites, marketing, lead generation, selling, business delivery, online education & training, as well as, our online LIVE staff support coaching and mentoring offering. It includes detailed instructions on how to obtain and leverage them to meet your unique growth, profitability and business objectives.

Since each contracting company is unique in its people, business opportunity mix and goals, our Business Fitness Coaches stand ready to help guide you through all of the program benefits as well as to help expedite implementation of our proven processes within your business. Join us today and outperform the competition within days of enrollment.

It is your future. Take charge. Take your HVAC business to the next level. To get started, call us toll free 800-240-2823 to speak with an HVAC Business Fitness Coach today.

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**SUBSCRIPTIONS: RED ADDED TO ANY PROGRAM GREEN RESIDENTIAL BLUE COMMERCIAL SERVICE**



# It's all about Managing Processes – Not People!

Our process management program is a powerful way of thinking through and optimizing any HVAC business function. Leaders may set the direction, but managers get the job done. They do it by managing businesses processes – not people, which includes everything that happens between the start and end points and all activities performed by all persons involved in those processes.

Today's successful HVAC managers not only eliminate process interference factors, they search for better ways of doing things. They are not content to simply fight fires and manage crises; they improve the process by implementing productive change.

Where do managers get the ideas for change? While they may generate ideas themselves or get them from reading trade journals. Its best to get them from others that are successfully managing similar processes.

We make it easy by providing you with these 3 key process management tools, training and support:

1. The most complete set of efficient and effective written HVAC departmental processes and associated forms.
2. An efficient step-by-step "right-at-your-desktop" means to educate and train your staff to implement best-practice departmental processes, tools, and forms.
3. Unlimited process implementation coaching support to make the needed change happen no matter how you are organized.

## The Key to HVAC success is training your people on these proven processes

Learning is a way of life in the Ready-Built Client Solutions Online Business Training Center. Our methods, policies, and procedures are unique to the best in class contractors in the industry. Today, hiring a walk-in-off-the-street, start-tomorrow-at-full-speed match is unlikely. We believe that keeping everyone on top of changes in technology, competition, and customer demands is critical to your success and survival.

We have perfected the most efficient means of delivering our best-in-class HVAC websites and whole department process training. We provide a well structured, step-by-step, comprehensive set of departmental processes which also doubles as individual job training for each function of the departments work delivery.

Our step-by-step job training approach helps avoid information dumping and creates competencies, confidence, commitment to customers and company profitability. Nothing good happens for customers or the company until an employee makes it happen. The best part of our learning system is that the training is available right at their desktops and can be retaken over and over again until mastered.

We present, on the following pages, our complete retail residential and commercial HVAC contractor business systems broken down by department that are included in the Ready-Built Dealer Business Online Training Center. Depending on the job that needs to be done, we incorporate four kinds of skill training:

1. Technical skills related to process, harvesting opportunities, and work delivery.
2. Interpersonal skills and the use of professional customer communication guides.
3. HVAC product and service knowledge based on company expectations.
4. Customer knowledge based on their expectations for each work category.



# Mobile Service Manager Software

Save time and money, streamline your operation and improve customer satisfaction with RazorSync field management software integrated with Ready-Built Business Systems flat rate pricing and business checklist and forms . Manage your business from your office computer, tablet or smart phone. Work offline when no Internet available.

## Schedule jobs, manage workers, update records, process payments TODAY!

### Key Ready-Built Integration RazorSync Features

- Easy-To-Use Software For Your Whole Team
- Built on award winning RazorSync cloud-based desktop and mobile software (Requires RazorSync to be purchased separately at discounted rates see below)
- Paperless field service process allowing all information to flow back into your office
- Built-in flat rate HVAC, plumbing, electrical repair and flat rate “your preferred brand” replacement & ductless mini-split pricing systems
- Estimating, invoicing & credit card payments for repairs, quoted work, and installations
- Automates technicians and installers daily tasks
- Built-in repair, maintenance, installation field tasking checklist
- Full QuickBooks desktop and on-line syncing
- Advanced customer management, business & individual performance reporting
- View jobs & technicians on a map - powerful!
- Improve service call response times
- Access customer records from the field
- Optimize routes
- Reduce down time
- iOS & Android compatible

**RazorSync Software subscription to be purchased separately at these 15% discounted rates:**

- Solo up to 2 Users - \$55 per month plus a 1 time set-up fee of \$100
- Team up to 7 Users - \$115 per month plus a 1 time set-up fee of \$350
- Pro up to 15 Users - \$240 per month plus a 1 time set-up fee of \$550
- Enterprise up to 45 Users - \$615 per month plus a 1 time set-up fee of \$800



# Proven Lead Generation HVAC Website

Ready-Built Dealer website for your company establishes a local professional presence for your services. Nowadays, more than 87% of consumers are going online to purchase HVAC service repairs, tune-ups, upgrades, system fixes, system enhancements and energy efficient replacements. Visit demo site at [www.readybuiltvacwebsites.com](http://www.readybuiltvacwebsites.com).

## Pass out your business card to thousands of potential clients TODAY!

### Key Ready-Built Dealer Website Features

- **Includes an Easy 1-Page Set-up Form:** We can get you online within 3 business days of enrollment.
- **Includes Hosting:** We provide you with state-of-the-art reliable hosting services.
- **Includes managed bi-monthly blogging** which we can auto push to your Facebook and Twitter accounts.
- **Includes a proven do-it-yourself SEO tasking plan** to enhance website local presence.
- **Includes a Home Page for Each City/Town you Serve:** We provide you with the ability to enhance rankings with a home page for each city and town you serve.
- **Includes 20 Email Addresses:** Sending emails with your company name is address is perceived and associated to be from a well-established and professional company.
- **Auto Seasonal Positioning:** To make it match consumer demand, we automatically rotate the cooling system to left side of home page at your cooling season start month and move the heating systems to the left during your heating system start month.
- **Improved Customer Service:** Our online forms are used to allow customers to request quotations or ask for more information.
- **Present a Professional Image:** Our professionally designed Ready-Built HVAC website is a great way of instilling confidence and looking bigger than you actually are. By now, your primary competitors probably already have a presence on the Internet. The Ready-Built HVAC website allows you to them up by being simply better.
- **Gather Information and Generate Valuable Leads:** You can gather information about your customers and potential customers by using our forms and surveys. Rather than going out and getting leads, let them come to you. This is a great tool for prospecting targeted customers looking to use your HVAC products and services.
- **Great Recruiting Tool:** Whether you are looking for talent or posting job opportunities with your company, your website is a great recruiting tool for building your business.
- **Designed to Make it Easy for Consumers to Buy From You:** Your service information is easily and logically made available to every consumer who wants it without any additional effort. You can give them answers to questions like:
  - How to schedule a service repair
  - How to schedule a system Tune-up
  - How to schedule a request for quote
  - What repair options are available
  - What replacement or upgrades options are available
  - How to make the replacement decision
  - What are dealer's "today's specials"
  - How they can contact dealer to "ask an expert"
  - Why people choose your dealer first
  - How your dealer saves your customers money
  - What are your dealer's 100% satisfaction guarantees
  - Where dealer is located
  - What are your dealers normal hours



# Retail Residential Service Department Business Systems

Retail Residential HVAC Contractors can gain online access to proven professional retail residential service department business systems, processes and forms and staff implementation support that have resulted in increases in service department profitability of 270% or more.

## Professionalize your Residential Service Operations TODAY!

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### Service Call Lead Generation Procedure

- Written step-by-step marketing guide to maximize the number of daily service calls.
- Library of powerful HVAC Tune-Up inspection post cards, ads, and direct mail campaigns.
- A service call handling process that systematically harvests all opportunities on all calls.
- Benchmark rates for per-call conversion to sales for service agreements, enhancements, and replacements.

### Professional Service Call Handling Procedure

- Written step-by-step professional service call handling procedures and forms.
- Dispatcher Service Call Handling Communication Guide.
- Technician Service Call Handling Communication Guide.
- A Service-Right Customer Survey form to identify repair, retrofit, or replacement information.
- Service Call Brochure customized to your business.
- A customer equipment "Repair vs. Replace" Decision Graph customized to your business area's typical air conditioning and heating equipment replacement costs.
- Users can print as many brochures and "Repair vs. Replace" graphs as required at no extra cost.
- Paying Technicians for Profits Incentive Plan.
- Paying Selling Technicians for Profits.

### Fix-Right Flat Rate Repair Upfront Pricing Guide

- Description of 99.9% of all common residential HVAC system failures.
- Upfront pricing customized to your business overhead and profit requirements.
- Discount pricing for Maintenance Agreement Customers.
- A repair graphic for each type repair to make it easier for technicians to explain what caused the problem, typical solutions, and the recommended repair.
- Price book that can be easily customized to your business name, address, and Logo.
- Users can print as many books as required at no extra cost.
- An Excel-based upload option for importing into accounting programs.
- Unlimited user price requirement changes.

### Flat Rate Service Invoice

- Quickly customized to your business name, address, and Logo.
- Maintenance Agreement Discount Option and a Customer Care Response Card.
- Discount Coupon for future HVAC Evaluations or Planned Service Agreement.
- Users can get Upfront Pricing Service Invoice printed direct from our preferred print vendor.

### Maintenance Agreement Template

- Quickly customized to your business name, address, and Logo.
- A 21-point maintenance and inspection program.
- Annual, quarterly, and monthly payment options.
- Best practice liability protection terms and conditions.
- Users can get maintenance agreements printed directly from our preferred print vendor.

### Program Delivered Right to Your Desktop via On-line 7-Step Training Track – See Training Center at [www.GrowMyHVAC.com](http://www.GrowMyHVAC.com)

- Provided LIVE and 24/7 pre-recorded step-by-step job training – see page 15 of this Catalog.
- Unlimited access to expert consulting and LIVE process implementation support.



# Retail Residential Installation Department Business Systems

Retail Residential HVAC Contractors gain online access to proven professional retail residential installation department business systems, processes and forms that have resulted in installation department profitability of 65% or more.

## Professionalize your Residential Replacement Operations TODAY!

### Replacement Lead Generation Procedure

- Written step-by-step marketing guide to drive the number of daily sales calls per sales person up to maximum potential.
- Library of powerful HVAC equipment replacement post cards, ads, and direct mail campaigns.

### Professional HVAC Replacement Call Handling and Installation Procedure

- Written replacement sales call handling, and installation standard procedures and forms.
- A Home Use & Livability Survey form to identify system enhancement or HVAC replacement information.
- Best practice sold job Booking & Approval, Work Order Installation Instructions, Start-up, test & verification and Customer Satisfaction Survey forms.
- A customer equipment "Repair vs. Replace" Decision Graph based on typical air conditioning and heating equipment replacement costs.
- Users can print as many brochures and "Repair vs. Replace" graphs as required at no extra cost.
- Comfort Advisor "One-Call" Sales Handling Process and Professional Communication Guide.
- Replacement project booking, mobilization, inventory control, and scheduling procedures.
- Paying Installers for Profits Incentive Plan.
- Paying Sales Reps/Selling Technicians for Profits.

### Ready-Built Dealer Presentation/Flat Rate Installation Pricing Guide

- Designed to make it easier for the Comfort Advisor or selling technician to explain who you are, what makes you different, why you have to set the standards of performance in the area, and what regulation-compliant process you will use to provide the right solution at the lowest possible price.
- Upfront pricing customized to your preferred manufacturer's equipment product line, business overhead, and profit requirements.
- Price book is quickly customized to your business name, address, and Logo.
- Users can print as many books as required at no extra cost.
- An Excel-based upload option for importing into accounting programs.
- Continuous updating of price book costs.
- Unlimited user labor cost or other price requirement changes.

### Which HVAC/R Contractor Best Meets Your Needs questionnaire

- 20 Questions designed to help you raise the competitive bar with the customer by explaining your liability protection insurance, drug testing, background checks, safety training, and installation delivery and quality assurance methods.

### Upfront Replacement Proposal-Agreement Template

- Quickly customized to your business name, address, and Logo.
- Ties to our Home Use & Livability Survey to help reiterate customer replacement objectives.
- Includes check-off of proposed scope of work to replace the existing HVAC system.
- Includes check-off of Installed-Right Assurances, Warranties, and Guarantees.
- Best practice liability protection terms and conditions.
- Proposal-Agreement printed directly from our preferred print vendor.

### Program Delivered Right to Your Desktop via On-line 7-Step Training Track – See Training Center at [www.GrowMyHVAC.com](http://www.GrowMyHVAC.com)

- Provided LIVE and 24/7 pre-recorded step-by-step job training – see page 15 of this Catalog.
- Unlimited access to expert consulting and LIVE process implementation support.



# Commercial Service Department Business Systems

Commercial/Industrial HVAC/R Contractors gain online access to proven professional service department business systems, processes and forms that have resulted in increased service agreement sales and service department profitability of 45% or more and increased business value of 25% or more.

## Professionalize your Commercial Service Operations TODAY!

### Service Agreement Lead Generation Procedure

- Step-by-step service agreement lead generation and selling guide.
- Commercial service agreement lead generation direct mail campaigns.
- Proven service agreement expansion strategies and tactics.
- Owner occupied industries business list procurement assistance.
- Individual sales rep sales quota setting and sales tasking planning procedures.
- Individual lead tracking and performance reporting procedures.

### Professional Service Agreement Sales Call Handling Procedure

- Commercial service agreement sales rep value-based sales training and coaching.
- Commercial service agreement equipment and customer survey forms.
- Professional sales call value-based service agreement selling communication guide.
- Customized business service offering letter line card.
- Real, worth, and winnable qualification procedures and opportunity close rate reporting.
- Service agreement sales call presentation.
- Service sales presentation is quickly customized to your business name, address, and Logo.
- Users can print as many presentations as required at no extra cost.
- Performance-based pay plan for commercial service agreement sales reps.

### AccuPro Commercial/Industrial Service Agreement Pricing Program

- Includes all common commercial/industrial HVAC/R system maintenance pricing.
- Fiber and pleated filter tables that are price updated by user.
- Users can estimate and provide customers with quick pricing options for inspection, full repair labor, or full repair coverage agreements.
- Users can include and easily price special services and filter schedules.
- Users can customize pricing to match company overhead and net profit requirements.

### Professional Service Call Handling Procedure

- Written step-by-step professional service call handling standard procedure and forms.
- Written step-by-step professional service agreement standard procedure and forms.
- Service department organization and set-up instructions.
- Instructions for how best to hire, staff, and train for the dispatch function.
- Dispatch board set-up to track calls in progress, completed, and waiting for parts.
- Service agreement booking, mobilization, inventory control, and scheduling procedures.
- Dispatcher Service Call Handling Communication Guide.
- Technician Service Call Handling Communication Guide.
- Paying Technicians for Profits Incentive Plan.
- Paying Selling Technicians for Profits.

### Professional Service Proposal Agreement Templates

- Proposal template is quickly customized to your business name, address, and Logo.
- Annual, quarterly, monthly payment and multi-year options.
- Best practice liability protection terms and conditions.

### Program Delivered Right to Your Desktop via On-line 7-Step Training Track – See Training Center at [www.GrowMyHVAC.com](http://www.GrowMyHVAC.com)

- Provided LIVE and 24/7 pre-recorded step-by-step job training – see page 15 of this Catalog.
- Unlimited access to expert consulting and LIVE process implementation support.



# Design/Build Department Business Systems

Commercial/Industrial HVAC/R Contractors gain online access to proven professional design-build/project department business systems, sales and project delivery processes and forms that have resulted in increased project close rates of 35% or more.

## Professionalize your Commercial Project Operations TODAY!

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### Design-Build Lead Generation Procedure

- Step-by-step target industry design-build lead generation and selling guide.
- Commercial design-build lead generation direct mail campaigns.
- Owner occupied industry business list procurement assistance.
- Individual sales rep sales quota setting and sales tasking planning procedures.
- Individual lead tracking and performance reporting procedure.

### Professional Design-Build/Project Sales Call Handling Procedure

- Commercial sales rep value-based project sales training and coaching.
- Commercial design-build/project scope and customer transaction requirement survey forms.
- Professional sales call value-based service agreement selling communication guide.
- Customized business service offering capabilities line card.
- Real, worth, and winnable qualification procedures and opportunity close rate reporting.
- Design-build sales presentation is quickly customized to your business name, address, and Logo.
- Users can print as many presentations as required at no extra cost.
- Customizable Design-Build Statement of Qualifications Communication Package.
- Performance-based pay plan for commercial design-build project sales reps.

### ProjectPro Commercial/Industrial Project Pricing Program

- Designed to quickly enter project sequence and associated labor, material, subs, and permits.
- Users can use up to 4 different labor grades per job installation task if needed.
- Users can include and price special services, rentals, and subcontractors.
- Users can customize pricing to match company overhead and net profit requirements.

### Professional Design-Build/Quoted Job Handling Procedure

- Written step-by-step design-build project delivery standard procedure and forms.
- Design-build department organization and set-up instructions.
- Project booking, mobilization, inventory control, and scheduling procedures.
- Service agreement company file documentation and booking procedures.
- Dispatcher Service Call Handling Communication Guide.
- Technician Service Call Handling Communication Guide.
- Paying Technicians for Profits Incentive Plan.
- Paying Selling Technicians for Profits.

### Professional Project Proposal Agreement Templates

- Proposal template is quickly customized to your business name, address, and Logo.
- Templates include retrofit, replacement, system enhancement, design-build, and financed projects.
- Best practice liability protection terms and conditions.

### Program Delivered Right to Your Desktop via On-line 7-Step Training Track – See Training Center at [www.GrowMyHVAC.com](http://www.GrowMyHVAC.com)

- Provided LIVE and 24/7 pre-recorded step-by-step job training – see page 15 of this Catalog.
- Unlimited access to expert consulting and LIVE process implementation support.



# Financial Management Department Business Systems

This Financial Management Department Business Systems are for all the contractors who want their HVAC businesses to become a "Lean Mean Money Making Machine." This department integrates seamlessly with either retail residential or commercial service HVAC business systems.

## Improve your Cash Flow Management TODAY!

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### **BudgetPro Financial Budget and Labor Forecasting Program**

- Includes accounting best practice Chart of Accounts.
- Users can enter the historical income and expense for residential and commercial work categories such as maintenance agreements, demand service, indoor air quality, installations and design build work.
- Produces your next years' budget and labor forecast for each work category.
- Includes industry key performance indicators that you can use to compare your operations to best practice operations.

### **On-going Business Evaluation and Improvement Plans**

- Identifies your unique business improvement initiatives and their associated potential profit gain opportunities.
- Provides you with a prioritized list of initiatives for your business, from greatest profit potential to least.
- The on-line Yes/No format requires only 20-30 minutes of your time to complete.
- Simply click submit when you are done to get a free no obligation report.
- We provide FREE consulting support to help quickly guide you towards success.

### **Inventory Control Written Standard Procedures and Forms**

- Enables you to lower administration costs due to standard processing.
- Enables you to improved cash flow due to timely billing.
- Enables you to reduce costs of goods sold due to competitive procurement procedures.
- Enables you to increased customer satisfaction by consistently meeting customer response requirements.
- Enables you to reduced work safety related injuries due to periodic safety inspections of company and technician owned tools and equipment.
- Enables you to provide a training program for new hires.

### **Complete Collections and Accounts Receivable Written Delivery Procedures and Forms**

- Improves account receivable and cash flow.
- Establishes proper credit terms and the time limits you set for your customers.
- Establishes a monthly accounts receivable aging schedule.

### **Program Delivered Right to Your Desktop via On-line 7-Step Training Track – See Training Center at [www.GrowMyHVAC.com](http://www.GrowMyHVAC.com)**

- Provided LIVE and 24/7 pre-recorded step-by-step job training – see page 15 of this Catalog.
- Unlimited access to expert consulting and LIVE process implementation support.



# Human Resource Management Department Business Systems

This Human Resource Management Department Business Systems are for all the contractors who want their HVAC businesses to establish a “Customer and Profit Focused Organizational Culture” within their business. This department integrates seamlessly with either retail residential or commercial service HVAC business systems.

## Increase your Staff’s Motivating and Productivity TODAY!

### Complete Set of Performance Based Job Descriptions and Evaluations

- Customizable set of performance-based job descriptions for all residential and commercial job positions.
- Performance-based job descriptions double as objective individual performance evaluation and corrective action planning tools.
- Increase profitability through employees taking personal ownership of improving productivity and quality control while achieving higher levels of customer satisfaction.

### Employee Handbook Template

- Includes the means to help comply with both federal and state laws via properly written statement of company policy.
- Enables you to establish clear policies that employees can follow, and limits company exposure to legal liability.
- Provides answers to employees’ questions about insurance and other benefits.
- Helps new employees gain insight into your company’s culture by emphasizing your company’s ethics and philosophies.
- Users can print as many handbooks as required at no extra cost.

### Recruiting, Hiring, Training, Staffing, and Deployment Written Delivery Procedures

- Included are effective recruiting, hiring, staffing, training and deployment techniques.
- Provides details on the steps necessary to legally and effectively recruit, interview, select, and hire top-notch employees.
- Helps you avoid poor hiring practices that can quickly drive an organization into the ground.
- Helps prevent your company from engaging in discriminatory hiring practices.
- Proper methods to screen resumes and/or applications against the prioritized qualifications and criteria established.
- Methods to determine candidate compensation requirements.
- Guidelines to prepare a written position offer letter that states and formalizes the salary, reporting relationship, and any other commitments the company has promised.

### Leadership Training, Mentoring and Coaching

- Included are effective leadership training and techniques
- Provides details on the steps necessary to become an effective role model for your company your staff.
- Helps you avoid poor labor management practices that can quickly drive an organization into the ground.
- Help drive business to be customer satisfaction, company profit and employee friendly place to work.

### Program Delivered Right to Your Desktop via On-line 7-Step Training Track – See Training Center at [www.GrowMyHVAC.com](http://www.GrowMyHVAC.com)

- Provided LIVE and 24/7 pre-recorded step-by-step job training – see page 15 of this Catalog.
- Unlimited access to expert consulting and LIVE process implementation support.



# Online Staff Training by Job Title

Ready-Built Client Solutions Online Business Training Center is the only HVAC online training center that provides you with 6 complete Ready-Built business systems, department processes, forms, individual staff job training and implementation coaching support. Below are the individual job specific education and training sessions that are included in the Ready-Built Client Solutions Online Business Training Center for all positions in your business.

## Achieve HVAC success by training your people TODAY!

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Each online education and training session helps you to quickly and efficiently make changes within your business by getting your staff involved and participating in the business changes. Why our program works is that after each online training session they download the business processes and forms, as well as, have access to their assigned implementation support coach as needed.

We make it easy by providing you with these 3 key process management tools, training and support:

1. The most complete set of efficient and effective written HVAC departmental processes and associated forms.
2. An efficient step-by-step "right-at-your-desktop" means to educate and train your staff to implement best-practice departmental processes, tools, and forms.
3. Unlimited process implementation coaching support to make the needed change happen no matter how you are organized.

### General Manager/Office Job Training Tracks

- Owner/General Manager
- Human Resource Manager
- Financial Manager
- Comptroller-Credit Manager
- Office Manager
- Stock Clerk
- Book Keeper

### Residential Job Training Tracks

- Residential Service Manager
- Residential Installation Manager
- Residential Marketing Manager
- Dispatcher/Customer Care Manager
- Residential Sales Rep. /Sales Manager
- Residential Technician
- Residential Selling Technician
- Residential Crew Chief
- Comfort Advisor

### Commercial Job Training Tracks

- Commercial Service Manager
- Commercial Sales Manager
- Commercial Service Agreement Sales Consultant
- Commercial Design-Built Sales Consultant
- Dispatcher/Customer Care Manager
- Project Estimator
- Commercial Technician

# Achieve **Real Success** TODAY!!



## **INSIDE**

- ▶ Ready-Built Client Solutions Online Business Training Center.
- ▶ Proven HVAC Business Systems.
- ▶ Staff Process Implementation Support.
- ▶ The Highest ROI on Your Time & Money.