



Sponsored by The Building Standards Institute
Co-sponsored by Pacific InterWest Building
Consultants, Inc. (formerly MacLellan Wolfson
Associates)

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

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

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.

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

New! 2009 Seminar 2

Interpreting SB 800 (Title 7)

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)

For further information and scheduling contact: Rosann Moulis @ (925) 937-BOOK or rosann@pacificinterwest.com