

Lead Technician/Technician Job Training Track

Take any Job Training Track 24/7.

Click the class link below to take a class now and pay \$49.95.

To order forms, tools, and documents, click [here](#).

Wish to discuss this, email us at News@WendellBedell.com or call 800-240-2823.

Pilot - How to Master a Thriving Residential HVAC Service Business

1. 1-hour part-one:

- a. How to implement a strategic business action plan
- b. How you only need employees in your business to process your book of business.
- c. How company operating and work delivery processes are for employees to follow.
- d. How you only need Manager Job Training Tracks in your business to manage your people to process.
- e. How to staff up to 100% utilization of available labor to prevent higher operating costs than your competitors.
- f. **Subscription provided or purchase these documents:**
 - i. General Manager Job Training Tracks
 - ii. Operations Manager Job Training Tracks
 - iii. Sales Manager Job Training Tracks
 - iv. Service Manager Job Training Tracks
 - v. Installation Manager Job Training Tracks

#1 How to Price Your HVAC Services to Make a Fair Profit

1. 1-hour - #1 How to Price Your HVAC Services to Make a Fair Profit Part #1:

- a. Selling based on value - not price
- b. Get paid for the 90% of the value you are bringing to the job.
- c. Why Upfront Flat Rate Pricing is Needed.
- d. Upfront flat-rate repairs best practice price guide format.
- e. **Subscription provided or purchase these documents:**

Product ID	Fix-Right Flat-Rate Price Guide You can order the Fix-Right HVAC or Plumbing or as an Electrical repair guide. Select one repair guide for only \$39.95 per month, select two repair guides for only \$69.95 per month, or select all three guides for only \$79.95 per month, a 12-month subscription. Includes upload data for QuickBooks™ or for your field management software. Subscription	\$39.95/Month
-------------------	---	----------------------

1001	consists of the following online training and resources: <ul style="list-style-type: none"> • Technician Fix-Right Flat Rate USER Instructions. • Professional service call handling process. • Technician Service Call Handling Soft Skills for Proper Customer Communications. 	To \$79.95/Month
1002	<p>Three Upfront Flat-Rate Price Guide Set – Repair, Replacement & Ductless Mini-Split</p> <p>You can order the Fix-Right HVAC or Plumbing or as an Electrical repair guide. Select one repair guide for only \$39.95 per month, select two repair guides for only \$69.95 per month, or select all three guides for only \$79.95 per month, a 12-month subscription. Includes upload data for QuickBooks™ or for your field management software. Subscription consists of the following online training and resources:</p> <ul style="list-style-type: none"> • Technician Fix-Right Flat Rate USER Instructions. • Professional service call handling process. <p>Technician Service Call Handling Soft Skills for Proper Customer Communications.</p>	\$39.95/Month To \$79.95/Month

#2 How to Stop Missing Your Fair Share of Service Opportunities

1. 1-hour - #2 How to Drive Consistent Growth with Proven Lead Generation Strategies & Tactics Part #2:

- a. Review onsite opportunity assessment forms by transaction type.
- b. Why and how to ask a logical set of repair call questions.
- c. How to harvest post-call needs attention items found on the repair check-out opportunity assessment survey form.
- d. Review of the 37-common opportunity items you can capture that still “need attention”.
- e. **Subscription provided or purchase these documents:**
 - i. General Manager Job Training Tracks
 - ii. Operations Manager Job Training Tracks
 - iii. Service Manager Job Training Tracks
 - iv. Sales Manager Job Training Tracks
 - v. Selling Technicians
 - vi. Technicians

#4 How to Harvest More Business with Proactive Selling Strategies & Tactics

1. 1-hour - #4 How to Harvest More Business with Proactive Selling Strategies & Tactics Service Agreements Trust Selling Part #2:

- a. Understanding the Service Agreement Business.
- b. Review of the many customer benefits of a service agreement.

- c. Review the many company operating and business value benefits of service agreements.
- d. Review customer service agreement expectations.
- e. Review proactive service agreement trust-selling standards.
- a. **Subscription provided or purchase these documents:**

Product ID 1008	<i>Proactive Service Agreement Sales Call Handling Tasking Procedures</i> Service managers, selling technicians and technicians use this standard procedure document to perform the step-by-step procedures of a professional service agreement call handling from a lead to sold agreement. This document is provided in original Microsoft Word, Excel, and Acrobat PDF format to be printed on your local printer.	\$99.95
------------------------	---	----------------

#5 How to Drive Operating Efficiencies with Work Delivery Tasking Standards

1. 1-hour - #5 How to Drive Operating Efficiencies with Work Delivery Tasking Standards #1:

- a. How to get input and buy-in from all work delivery stakeholders.
- b. Review the business functions that must occur to be in business.
- c. Review why we need written work delivery standards.
- d. Review from a lead to job close out best practice service repair work delivery standards.
- a. **Subscription provided or purchase these documents:**

Product ID 1015	<i>Service Repair Work Delivery Standard Procedures</i> Includes step-by-step work delivery tasking standards from a lead to repair job closeout. Service managers and operations managers use them. This document is provided in original Microsoft Word format to be printed on your local printer.	\$159.95
1018	<i>Equipment Start-up & Maintenance Tasking Procedures</i> These documents are used by service managers, installation managers, technicians, installers, and operations managers. HVAC service companies use this equipment start-up, text, and verification tasking procedures to adhere to the new ASHRAE standard 180P standards. These tasking procedures help you establish the minimum HVAC inspection and maintenance requirements that preserve a system's ability to achieve optimum operations. AccuTask includes 136 start-up and maintenance tasking forms for 99.9% of HVAC equipment and systems. These documents are provided in original Microsoft Word format to be printed on your local printer.	\$159.95

2. 1-hour - #5 How to Stop Inefficiencies with Proven Service Agreement Work Delivery Standards Part #2:

- a. Review from a lead to job close out, best practice written service agreement work delivery standards.
- b. **Subscription provided or purchase these documents:**

Product ID 1016	Service Agreement Work Delivery Standard Procedures Includes step-by-step work delivery tasking standards from a lead to service agreement job closeout. Service managers and operations managers use them. This document is provided in original Microsoft Word format to be printed on your local printer.	\$159.95
----------------------------------	--	-----------------

#6 How to Protect the Business with Proper Terms & Conditions

1. 1-hour:

- a. Review how your invoice or proposal agreement is a business contract.
- b. Review service repair payment & liability protection terms & conditions.
- c. Service agreement payment & liability protection terms & conditions.
- d. System replacement payment & liability protection terms & conditions.
- e. **Subscription provided or purchase these documents:**

Product ID 1022	Repair, Service Agreement, and Project/Design-Build Terms and Conditions Set <ul style="list-style-type: none"> • A strong set of terms and conditions is critical. It circumvents any confusion about what you are selling and the transaction terms by which you make the offer. Your payment and liability terms and conditions agreement are both a social and a legal contract. Your terms and conditions establish how you do business in a socially acceptable manner. Still, it is also a legally binding contract between you and your clients. 	\$99.95
--------------------------------------	--	----------------