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 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

Inspect. Educate. Protect.

Educational seminars
 will improve the skill levels
 of customer service personnel
 and field superintendents
 in the homebuilding industry.

Fully Certified

Bringing
 30 years
 "hands-on"
 homebuilding
 experience
 to the classroom



David E. MacLellan, Instructor/Author

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.

New! 2011 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