

# Service Management Academy



**August 7 & 8, 2019**  
**Beckett Training Center**  
**660 Main St., Fiskdale, MA**  
**\$699.00 per Student**  
**8:00am — 4:30pm**



**Strategic and practical training on how to run profitable and efficient HVAC service and installation departments!**

**Ideal for supervisors and managers to gain knowledge and professional skills**

Taught by someone who has made the mistakes and knows how to fix them, this course defines the role of the service manager within today's energy and service companies and in the context of total company management. It teaches the use of, and provides the ability to determine cost ratios and various expense items required for an efficient, cost-oriented, service operation. The course also covers evaluation of service manpower needs; detailed procedures to be used in the skillful employment of technical and clerical personnel in the day-to-day operation of the service department. Looks at the keys to efficient manpower utilization, inventory control and operating procedures. Responsibilities of a service manager, including profit and loss; personnel guidelines; inventory controls; fleet and vehicle operations; training and scheduling; defining costs and break-even points. Achieve profit attainment; repeat calls; markup; time control; personnel needs; delegation of duties. The development of necessary service managerial techniques of hiring; handling grievances and dismissals. Computer applications for service departments are also covered. Includes lunch and course handbook with handouts.

**This class is NORA Certified for 16 CEU's**

**Instructor: George Lanthier**



**Classes are held at the Beckett Training Center**  
**660 Main St., Sturbridge (Fiskdale), MA**



**Make check payable to:**  
**Firedragon Enterprises and mail to:**  
**Firedragon Academy**  
**608 Moose Hill Rd., Leicester, MA 01524**

**For further information contact us at:**  
**508-421-3490**

Student Name: _____	Contact Phone: _____
Home Address: _____	
City: _____	State: _____ Zip: _____
Email address: _____	NORA Cert. # (if Certified) _____
Employer: _____	Phone: _____
Business Address: _____	
City: _____	State: _____ Zip: _____
FAX: _____	Email: _____

**Registration closes three days before class!**

Please copy and make out one form per student. Full tuition with registration is required and includes a \$175.00 non-refundable registration fee.  
**Please call us to opt-out of our marketing lists.**