

Service Management Academy



August 10 & 11, 2017

**Beckett Training Center
660 Main St., Fiskdale, MA**

**\$649.00 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
to run an HVAC business and remain competitive!**

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 \$125.00 non-refundable registration fee.

Please call us to opt-out of our marketing lists.