

WELCOME TO THE PLUMBING SERVICE WEBINAR PROGRAM



AUGUST 2020

Topic: Plumbing Service Webinar

Time: Aug 26, 2020 10:00 AM Eastern Time (US and Canada)

Join Zoom Meeting

<https://zoom.us/j/97736243044>

Meeting ID: 977 3624 3044

One tap mobile

+13017158592,,97736243 044# US (Germantown)

+13126266799,,97736243 044# US (Chicago)

Dial by your location

+1 301 715 8592 US (Germantown)

+1 312 626 6799 US (Chicago)

+1 646 558 8656 US (New York)

+1 669 900 9128 US (San Jose)

+1 253 215 8782 US (Tacoma)

+1 346 248 7799 US (Houston)

Meeting ID: 977 3624 3044

QUESTIONS?
Email Training Specialist:
Rich Benkowski
richb@uanet.org



HOLISTIC APPROACH TO RESIDENTIAL PLUMBING SERVICE

There are three main reasons for residential plumbing failures. Learn how to pull back the blinders and navigate the service call thru a holistic approach. Identify customer essentials and expectations. Is it a quick fix? Permanent solution? Prevention of future episodes? In this webinar attendees will learn an "all the above" approach on how to educate and provide customer driven solutions.

Additionally, metrics will be offered to measure appropriate delivery of customer service. Tactics for building consumer confidence during and after the service calls will be demonstrated.

WHEN: August 26, 2020
10:00am – NOON EST

PRESENTERS: Tim Hammack, *Master Plumber*
UA Instructor: Plumbing Service

Webinar Objectives:

- Practice how to prepare before every call mentally and physically.
- Building customer confidence by developing a flawless credibility statement.
- Recognizing empathy versus sympathy when responding to the customers issue.
- Identify the top three reasons plumbing fails and how to create solutions for prevention.
- Creating solutions to match customers budget.