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.

**QUESTIONS?**

Email Training Specialist: Rich Benkowski
richb@uanet.org