

The BOSS program is a MUST. It covers the business from soup to nuts. This program has the best reference material I've seen yet. The BOSS has so much info that it can't possibly be swallowed in 2 days, that's why it is developed to focus on the most important sections and designed with a great reference guide to look back on, not like most where they tell you what you should do, not (HOW TO DO). Each section is guided in a way to show you and give examples on how to implement. To top it off, Lawrence is so passionate about making all our businesses successful and is a wealth of information.

Rob Basnett
Basnett Plumbing & Heating
Littleton, MA

The BOSS program is a great benefit to everyone, from the person just starting off, to the contractor who is coming off the truck. Even the experienced business manager who needs to be reminded of the important issues that affect the profitability and his/her quality of life. Lawrence offers a lifetime of experience in our shoes and has gathered a composite of information gathered from his exposure to hundreds of other successful contractors. **YOU HAVE TO DO THIS - YOU OWE THIS TO YOURSELF AND YOUR FAMILY !!!!**

Ron Newman
Lakes Plumbing, Heating & Cooling, Inc.
Spirit Lake, IA

If anyone gets the chance to go to a BOSS class, go. You will get to learn how to run a successful business from one of the best, Lawrence Snow.

BOSS was great, don't miss it.

David Singleton
David R. Singleton, Inc.
Manchester, MA



Presented by

**Quality Service Contractors
Of the
Plumbing-
Heating-Cooling
Contractors
National
Association**

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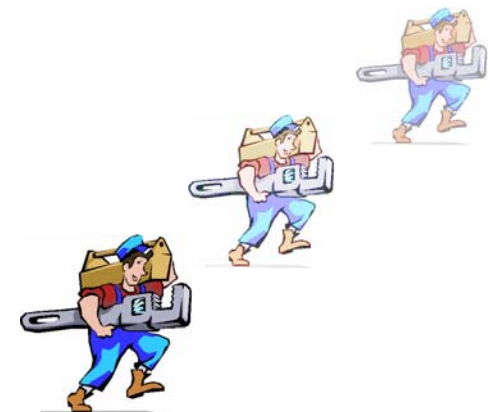


“BOSS”

Business Operations & Systems Success

So, what is this BOSS program,
and what is in it for me as a
contractor?

**Instructed by
Lawrence Snow
QSC Business Coach**



The Quality Service Contractors (QSC), the QSC *POWER TOOLS* Committee, and QSC Business Management Coach have developed the BOSS program. We recognized the need for a basic business-training course.

The BOSS program is a two-day program and is designed for company owners, key managers, the next generation or anyone in your company that who needs to have a better knowledge of the inner workings of how a successful p-h-c business should operate. It is intended to open your eyes and to help you have a better understanding of how a successful business should operate.

Everyone talks about having processes and procedures, but few know how or where to start. The BOSS program gives you the road map to get started with.

The BOSS program will show you the make up of your financial statement and how to use it as a tool in your company. You will learn how to measure your company against a standard model for the industry.

You will learn how to price a job using the information on a Profit and Loss statement to assure a profitable quote.

In BOSS we also talk about the time value of money. The true

costs of accounts receivable and taking vendor discounts. We also cover ways to improve your cash flow and increase the productivity inside your company.

During the two days, the class will get into developing a business plan for the company and why it is so important. Also covered will be how to develop job descriptions for employees and the importance of holding them accountable.

A large section is devoted to employee recruitment, hiring and retaining quality people, including new ideas for filling all the vacant positions in our industry and why we must change the way people look at the future in the p-h-c industry.

The BOSS program also delves into the area of customer service and how to develop measurement tools for your company. Service policies and procedures are covered and a sample plan is given for your company that is easy to implement.

The sales management side of your business is discussed and measurements are set up to help evaluate sales people and their effectiveness. The process of adding a new service in your business is covered with a detailed plan to follow.

Insurance in a p-h-c company has become a very large expense that will

be addressed. In the BOSS program, we have a step-by-step process to shop your insurance when you feel the need arises. DO NOT be held captive by an agent that waits until the last minute to give you your quote.

These are the key areas of the BOSS program. The manual for the class is in excess of 270 pages and is designed to be a desk reference once you return to your business.

If you have any questions please do not hesitate to call Lawrence Snow at (801) 766-4881.

QSC looks forward to helping you take that next step to success.

Lawrence Snow
QSC Business Management Coach
(801) 766-4881 or
Cell Phone (801) 318-5593

Call QSC at (800) 533-7694 for a current list of BOSS seminar dates and locations.

