



# Labor Management: Retail-focus

## CLASS INFORMATION

### Class Date

September 15-16, 2015

### Length of Class

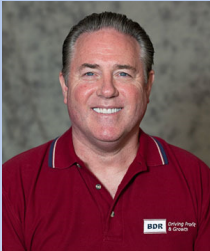
2 days

### Where

Standard Air & Lite

2406 Woodmere Dr.

Crafton, PA 15205



**Barry Burnett** joined BDR as a partner in 1998. As an instructor of proven business principles, Barry works to raise the bar of performance in the heating and cooling industry by teaching others the techniques and strategies that he developed as a successful dealer and distributor.

Barry founded B & B Heating and Air Conditioning in Redmond, Washington in 1977. In 1988, Contracting Business named B & B Residential Contractor of the Year. By 1991, B & B had gone from sales of \$500,000 to more than \$15,000,000.

## Class Description

**Labor Management: Retail-focus** teaches dealers the opportunity cost of a lost labor hour, as well as how to leverage their existing crews into the most productive and efficient revenue-generating team possible. After completing this course, dealers will have the knowledge they need to become the chosen company to work for in town, attracting the best installers as employees. Attendees will also learn the “soft skills” that will help them ensure satisfied customers, sell accessories, and generate valuable referral leads as they complete high-quality, retail installations.

## Class Mission

- Understand the true relationship between labor and profit
- Understand the true relationship between labor and overhead
- Discover the true cost of a lost hour due to inefficiency
- Discover the profit impact of saving an hour of labor from better management
- Develop labor strategies to do more business volume with the same number of revenue producers
- Learn the human factor when managing revenue producers
- Develop hiring and communication performance processes
- Learn how to manage labor by putting in place processes and procedures
- Understand how to complete retail installations that generate future referrals
- Put in place an implementation process to reduce labor and overhead dollars and percentages and RAISE profit dollars and percentages

## Sign Up Details

**Price** \$740 per person – \$370 After Co-op CFAD Approved

- Please send check and registration form to: Standard Air & Lite, 2406 Woodmere Dr. Pittsburgh, PA 15205 Attention: Colleen

• Dealership: \_\_\_\_\_

• Attendees: \_\_\_\_\_

## Who Should Attend

Owners, Labor Managers, & Foremen

**BDR**

Driving Profit  
& Growth



# Labor Management: Retail-focus

## Class Outline

1. Class Mission
2. Managing the Human Factor
3. Financial Impact of Labor & Inventory Management
4. Estimates & Contracts
5. Job Set-up & Management
6. Hiring, Training, & Time Management
7. Job Descriptions, Procedures & Performance
8. Service
9. Soft Side of Labor Management
10. Implementation

### Estimated Class Schedule

#### Day One:

8:30 AM	Sign in, breakfast
9:00 AM	Begin Class
10:30 AM	Break
12 Noon	Lunch
2:30 PM	Break
5:00 PM	End Class

#### Day Two:

7:30 AM	Begin Class
10:00 AM	Break
12 Noon	30 Minute Lunch
3:00 PM	End Class