



**The HBA of Raleigh-Wake County is excited to offer
2 classes required for the NAHB Residential
Construction Superintendent (RCS) Designation.**

What builder, contractor or remodeler hasn't wished for personnel with the requisite skills to be savvy, on-the-spot field superintendents? The RCS designation series of courses is geared toward the budding field of superintendents and can benefit current personnel wishing to excel in this position.

Location: **HBA office, 6510 Chapel Hill Rd, Raleigh**
Cost per class: **NAHB member: \$150; non-member: \$250**

**RCS: Customer Service &
Homeowner Relations**

Wednesday, April 23, 2008
1:00pm- 5:00pm
Instructor: David Smith

Understand the human and business needs of customers. Learn how to meet and exceed expectations by avoiding the "seven deadly sins" of customer service. In addition, learn how to effectively deal with the difficult customer.

**RCS: Budget Management
and Cost Control**

Thursday, April 24, 2008
9:00am-1:00pm
Instructor: David Smith

How does the superintendent impact the profitability of the company? Learn the importance of the superintendent's role regarding profitability, as well as how to control the critical elements of job costs. Includes tips on identifying the costs to everyone when a job is not done right the first time.

Sign me up for: Customer Service & Homeowner Relations on Apr 23
 Budget Management and Cost Control on Apr. 24

Name: _____ Total due: _____

Company: _____

Address: _____

City/State/Zip: _____

Phone: _____

Method of Payment: Check (made payable to "HBA") MasterCard/VISA

MC/VISA #: _____ Exp Date _____

V" # (3 digit # on back of card): _____ Billing Street Address: _____ Zip Code: _____

Call Judy @ 232-5882 with questions.

- ❖ Registrations must be made on registration form no later than Apr. 16, 2008. Check for space availability after that time.
- ❖ **Payment must be made in advance.**
- ❖ In order to receive a refund, cancellations must be made in writing no later than Apr. 16. Cancellations after that time or no shows will be charged the full amount of the seminar.
- ❖ FAX to Judy @ 233-2036 or mail with payment to HBARWC, 6510 Chapel Hill Road, Raleigh, 27607.

This is your invoice.