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Volume 9, Issue 8

2014 General Meeting Dates

Mark your Calendar!

August 14, 2014

Lone Pine County Club
Washington, PA
See Flyer Inside
Sign up Soon!

September 11, 2014

Board Meeting Only

September 17, 2014

Community Service Project

October 9, 2014

Collecting Bad Debt
Tambellini's, Bridgeville

November 13, 2014

Employee Drug Testing
Peter's Place, Bridgeville

Air Conditioning Contractors of America
ACCA

Is a non-profit association serving more than 60,000 professionals and 4,000 businesses in the indoor environmental and energy services community.

Founded 40+ years ago, ACCA sets the standards for quality comfort systems, provides leading-edge education for contractors and their employees, and fights for the interests of professional contractors in every state in the country.

ACCA is the only nationwide organization of, by, and for small businesses that design, install and maintain indoor environment and building performance systems.

ACCA-WPA Apprentice Registration is now OPEN!

Registration is open for the
ACCA Western PA
Apprentice program

Registration Eligibility for 1st and 2nd year classes.

Fall 2014 to Spring 2015

ACCA's classes will start September 8th
at Pittsburgh Technical institute (PTI)

This is a four year program that combines 1400 hours of classroom and lab training with 8,000 hours of On the Job Training, (OJT). Upon completion the successful student will be awarded a ACCA Diploma, State Journeyman's certificate, attain a CFC certification and NATE certification.

If you have a potential candidate for the upcoming school year or would like to learn more about the program join us at PTI to visit the school and get all the details needed for registration.

First year classes are designed for entry level students who may, or may not have some field experience or formal training. Second year students must have either completed the 1st year class OR If you have an employee who has entry level experience and training but needs more training and help to advance, you can have them "test out" of the first year and start in the 2nd year.

Visit our website at www.accawpa.org

For a copy of our complete brochure of the
Apprentice Program

or call for a 2014 – 2015 brochure 724-779-1860

ACCA Apprentice Grads!

The Class of 2014 received their certificates at the formal graduation at DoubleTree-Meadowlands May 8, 2014.

Congratulations to the apprentices and their employers!

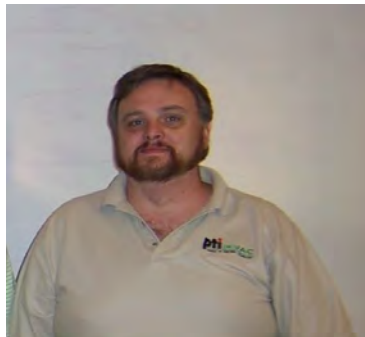
Presenting certificates Dave Williams, ACCA President



Steve Zulka, A-Air, Company



Josh Edwards, A-Air Company



Rob Rossell, PTI Instructor

Words of Wisdom for our Grads!

A Special Thank You to the following companies that donated gifts that helped make the evening extra special:

**ACCA-WPA, A-Air Co.,
Hilti, Johnstone Supply, Standard Air & Lite,
Carrier Enterprises NE, Bryant Pittsburgh**

EDUCATION & EVENTS

To register :
www.acca.org

**Residential Design
For Quality
Installation**
September 16 - 18, 2014

**Building
Performance
Forum**
October 7 & 8, 2014

**Service Managers
Forum**
October 9 & 10, 2014

SmartWords You Must Remember

"Learning how to manage or reduce stress is not optional if you want to live a happy, healthy life."

— David Humes

Product Spotlight

Mastering Core Service

Learn how to successfully take and pass the NATE Service Core Exam – the fundamentals to general, construction and HVACR-specific knowledge required for certification.

To learn more about this and other tools ACCA has to offer, visit: www.acca.org/store.

March 16/19, 2015 ACCA National Convention

The single largest source of contractor education in the country!



Don't Forget About Your Office Staff

By: Maggie Rodriguez, Office Mgr at Global A/C & Heating

Doesn't it seem like contractors are all too concerned with their technicians, and seem to overlook their office personnel? The office personnel is just as important as the technicians, if not, more so. The technicians may be the face of the company, but your office staff is the voice and personality of your company. They are the ones that keep the business rolling smoothly behind the scenes and keep everything in order. The office personnel may consist of dispatchers, secretaries, office managers, sales personnel and service managers. Depending on the size of your company, you may have 10 office employees or just one employee doing it all. Regardless of how much office staff you have, this is the first point of contact for your customers. Your customer's first impression about your company lies in the hands of your office personnel!

When most people think of office staff, they usually envision someone who answers the phone, makes appointments, files away paperwork, etc. While all that is true, there is so much more that goes into running an office smoothly and effectively, such as dealing with an unsatisfied customer, technicians, and demanding bosses. This is why it is just as important to make sure you have quality employees inside your office, as well as outside in the field.

As a contractor, you should want to employ people who will have your business' best interest in mind. It's always great to have an organized person on staff, who will make sure everything is always filed away and well organized, but what good will that do if they are not able to handle the stresses that come with the job. A great office personality for a contracting company is someone who can both keep the office organized and interact with your customers in a respectful manner. I know, it can be tough when you have to deal with irate customers, but this is an issue that comes up in every type of business. It's always great when you get those customers calling in about how great their experience was with your company. We all enjoy those phone calls, but every now and then you can expect to receive a phone call from an unhappy customer. This can be for any reason, ranging from pricing to the technician, but it should be handled professionally and respectfully. Just remember that the customer is not upset at you, but at the situation. It isn't personal. **Continued → → →**

ACCA – How Do We Do IT!!!

We write the standards for the design, maintenance, installation, testing, and performance of indoor environment systems. We bring contractors together with other contractors through unique learning opportunities and online communities. We provide exclusive technical, legal, and marketing resources. We bring customers to our members, since they come to our website trying to find quality contractors. And we fight aggressively for contracting business interests in Washington, DC and in every state in the country.

Office Staff continued

It's also important to have an office employee who can communicate efficiently and effectively with the technicians. They are responsible for dispatching them to their service calls and job sites, and making sure that they arrive on time. Sometimes technicians can be a little difficult to deal with, because they are out in the field and it's hot (or cold)! I usually have to remind myself of this. I've learned that the best thing to do is to always communicate with them and to check up on how they are doing. Just being a little courteous to your technicians can go a long way! They will be more open to let you know where their time frame stands so that you can relay any delays to your customers. This is a win-win situation, because everyone is informed.

The office staff is a key part of your business and very important to the success of the company as a whole. When looking to fill office positions, always look for the candidates that possess the traits that best reflect what your company stands for and expresses your mission in the HVAC industry. It's also a great idea to show your current staff how much they are appreciated for the role that they play in the company. It can be easy to overlook just how hard they work because they are sitting inside in front of computers and aren't doing any physical labor. The mental stress is just as exhausting. When the office personnel feels appreciated, it creates a great environment to work in and will extend out to the technicians in the field. The happier everyone is, results in better customer service and happier customers. At the end of the day, it's the customers we need to keep our business' functioning and growing.