

TECHNICAL TRAINING FOR NON TECHNICAL PEOPLE *with Alternative Energy Concepts*

Have you ever felt that your Company's:

- IMAGE** could be enhanced?
- CUSTOMER RELATIONS** could be enriched?
- SERVICE RESPONSE** could be improved?
- STAFF** could be better motivated?

COURSE OVERVIEW

This course is an easy and efficient means to achieving the above goals by providing your non-technical service department support staff with a basic understanding of the functions of the equipment that your firm sells and services, as well as the functions of the service technician. Your staff will sound and be more professional, portray a better company image and will be more effective in relaying information to and from service professionals. In addition, your staff will have the added benefit of feeling more confident in their job because they will better understand the business that they are in!

All CSR's (i.e. dispatchers, receptionists, order takers, bookkeepers, data entry) drivers and managers should attend!

Topics covered in DAY 1 of this course will be:

- Types of heating systems
- The most widely used oil burners
- Electrical switches and controls
- What is the reset button?
- Questions to ask the customer when they call in with no heat, insufficient heat or they smell an odor
- Prioritizing the calls

Course material includes what makes a heating system work and what questions to ask the customer to help the technicians be more productive. Classroom demonstrations will include all working parts of a warm air and hot water heating system.

Topics covered in DAY 2 of this course will be:

Conservation

We will discuss the building as an **energy system** and the effects on energy consumption for poor building design. The thermal envelope will be defined and a look at the forces that interact with the structure. Energy Audits will be reviewed to understand how and why they are used to determine building efficiency. Using the information from our BPI certification course we will explore the world of building science.

Alternative Energy Sources

- Solar Energy
- Wind Power
- Solid Fuel heating systems
- Natural Gas
- Geothermal heating

REGISTRATION FORM

MEMA Technical Education Center

Technical Training for Non Technical People *with Alternative Energy Concepts*

September 29th & 30th, 2010

Session – 8:30AM to 3:30PM

MEMA Technical Education Center

25 Greenwood Road Brunswick, Maine 04011

(207) 729-5298 (207) 721-9227 – Fax

www.MaineEnergyMarketers.com

TUITION (Includes all Course Materials)

\$259.00 per student - Member \$359.00 per student – Non Member

Registration/ Refund Policy

*MEMA Technical Education Center has a maximum and a minimum number of students it will serve per class. If the minimum is not achieved, all funds paid will be refunded. If the maximum number is achieved, no further registrants will be accepted. All registrations are on a first-come first-serve basis.

***Payment, in full, must be received by MEMA (5) business days prior to the first day of class for the registrant to be admitted to the class.**

*All funds paid, except the \$50 Registration Fee, can be refunded if such is requested no later than (5) business days PRIOR to the first day of the course. Requests for refunds made within (5) business days of the first day of the course **WILL NOT BE HONORED.**

*Transfers requested prior to (5) business days of the first day of a course will be permitted with no penalty. If a transfer is requested within (5) business days of the first day of class, a **\$100 transfer fee** will be charged.

TO REGISTER: PROVIDE INFORMATION BELOW & REMIT WITH PAYMENT

Sponsoring Company _____

Company Contact Name _____

Mailing Address _____

City _____ State _____ Zip _____

Telephone _____ Email _____

Technical Training for Non Tech's - # of Students _____ x \$259.00/\$359.00 _____

Student Names _____

GRAND TOTAL: \$ _____

PAYMENT INFORMATION

Enclosed Please Find: ___ Check ___ Money Order ___ Credit Card (Visa, MasterCard)

Visa/MasterCard # ____ - ____ - ____ - ____ Expiration Date __ / __ / ____

Signature Required:

I have read and acknowledge the Registration/Refund Policy as stated:

Signed by: _____ Date: _____

PLEASE REMIT TO MEMA P.O. BOX 249, Brunswick, Maine 04011-0249