

Sponsored by The Building Standards Institute  
 Co-sponsored by Pacific InterWest Building  
 Consultants, Inc. (formerly MacLellan Wolfson  
 Associates)

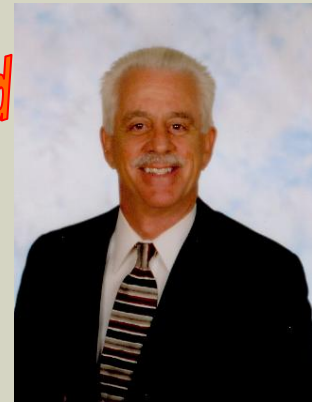
*"Great job! A must for every new warranty representative"*  
 -- Taylor Woodrow Homes

*"A great course for all departments...Customer Service,  
 Construction and Purchasing"*  
 -- KB Home

## Inspect. Educate. Protect.

Educational seminars  
 will improve the skill levels  
 of customer service personnel  
 and field superintendents  
 in the homebuilding industry.

**Fully Certified**



Bringing  
 30 years  
 "hands-on"  
 homebuilding  
 experience  
 to the classroom

David E. MacLellan, Instructor/Author

### Seminar 1

**Targets Customer Service Reps and  
 Field Superintendents (4hrs)**

#### Course Includes:

- Typical challenges to customer service personnel & field superintendents
- Making the walkthrough a positive experience
- Tips and tricks for handling unhappy customers
- Overview of an effective Quality Control Program
- The "Seven Deadly Sins" of homebuilding
- J.D. Power – 10 Factors of Customer Satisfaction

#### Materials Include:

64-page, 4-color illustrated workbook  
 FREE copy of The California Building Performance  
 Guidelines **OR** The National Home Maintenance Manual  
 if training is outside of California  
 Free subscription to The BSI Newsletter  
 Certificate of Training from the BSI

#### Requirements:

\$250 per participant. Minimum 20 participants. Maximum 24  
 participants. If your company doesn't have 20 participants ask  
 about sharing a session with another builder. Cost of Mr.  
 MacLellan's travel expenses when taught at your location.

### New! 2007 Seminar 2

**Interpreting SB 800 (Title 7)**

#### Course Includes:

- Step-by-step instructions through the Response Time Matrix
- Cross referencing the 45 Functionality Standards with 324 Performance Guidelines in the *California Building Performance Guidelines Manual*
- Enhanced Protection Agreements: Pro's and Con's

In addition to the SB 800 Compliance Guide which is  
 furnished with the course, each participant will need a  
 copy of the *California Building Performance Guidelines  
 Manual*. If this copy is not provided by the Builder, it is  
 available for the special course price of \$44.95.  
 (Normally \$49.95)

#### Requirements:

\$3500, includes SB 800 Summary Compliance Guide  
 Cost of Mr. MacLellan's travel expenses when  
 taught at your location anywhere in California.

**For further information and scheduling contact: Katie Sheehan @ (925) 937-BOOK or katie@pacificinterwest.com**