



# Field Training Services Newsletter

*"Improving the bottom line through production training."*

## Tip of the Month

Let's look at #7 of my 12 things that I think will make a remodeling company successful in production. The seventh key is using the Pre Construction meeting with the client successfully. Many companies have these meeting before the job starts but I am seeing some ways that they can be improved.

**Be sure and have one!** The pre construction meeting is the setting in which the client will get introduced to the person running the job for them. Without a formal introduction the relationship suffers and the client can be left hanging about who to turn to. Unless it is a very small job the formal introductions are critical.

**This meeting should be at least a week before job start.**

This may be the first time the lead carpenter has seen the job and this walk through will probably uncover some issues that will need to be addressed in their planning. The client also has some things to get ready for the start as well.

**Have an agenda.** Like all good meeting there should be a written agenda of what needs to be covered. If you wing it the item you missed will come back to haunt you! There are many agenda available through the web but for every company it should be tailored to fit their needs.

**Set expectations.** This meeting is primarily about the production team setting expectations for the client. In some case resetting to the reality of the job site. All through the sales process, with no fault on sales, the client has been creating a vision for how this project will run. Unless the client is "brought back to reality" by production carefully resetting their expectations there will be issues. By carefully working through an agenda, items like who to call, dust issues, noise, discomfort, etc can be addressed ahead and the client will feel better when they arise. If the client is not told how to react they will react in their own way.

**Who runs the meeting?** Traditionally the sales person or the production manager have run this meeting. It is a good idea to allow all parties in the company team to have a part. Sales introduces everyone. The Production Manager would deal with the big picture items and the Lead Carpenter would deal with the nitty-gritty. What I mean by nitty-gritty is what the client and the lead will interact on daily. The schedule, the daily routine, change order, money collection, who to talk to about what, etc. By doing this the client becomes more comfortable that the person actually running the job knows what is going on and they will actually control the job.

**Next Month: Daily Planning by the Job Manager**



## Personal News

Welcome to May! Well a lot has happened in my life since April and I will hit the highlight here. The boat is out of the back yard and ready to go. It is still fairly cool here and the water is only about 45 F so it is kind of like sitting on a block of ice if you are in a small boat! So no excursions yet but I am ready! The lobster bouys are all painted and new license tags have been placed on them. The ropes are ready and when I can see clear of some work I will drop them in the water, probably May 19th.

I have been working on a kitchen in Charlestown, RI for a couple months now. I know it is a long time for a kitchen especially a small one, but I have gotten really busy with consulting



work and it is a summer cottage so my deadline is Memorial Day. I am trying to make this the last



one so I can have little fun this summer as well as keep up with some travel.



On April 13 I

traveled to Seattle, WA to do the first of 2 day long seminars for a large group of Lead Carpenters and their business managers. After a day of talking, Denny Conner and I decided to have a day of fun. So what do you do in a city with water everywhere? Go for a boat ride! We went for trips on three ferrys from Seattle to neighboring islands. I tasted my first fish taco, visited the coffee roastery where Seattle's Best was launched, and simply got to see some amazing scenery! I even picked up a clam shell to add to my "trophy" shelf. Traveling out we flew right past Mt. Rainier. Amazing! We don't have mountains like that in the east!



On April 26 I traveled to San Diego, CA for the Production Managers Roundtables with Remodelers Advantage. Two days with some of the best in the industry discussing how to be better at what they do! Since I had one extra day I went to the USS Midway, a



decommissioned aircraft carrier that you can visit. It is incredible to be able to sit in the chair of the office in charge and imagine what it was like to be at sea and at times at war! Amazingly big and majestic but at the same time very human.

On my next trip to Seattle I have been invited to go shrimping. Stay tuned for some pictures of that!

## *Product Information*

## **On Site Consulting Opportunities.**

For those do not know I offer consulting at your office on production systems and helping the company be more efficient. This involves a two day visit. On the first day I do interviews of employees and the owners to see where the problems are. The afternoon of the first day is spent with the decision makers to discuss what I found and what can be done to correct any issues. The second day is spent doing training for everyone based on the findings of the first day.

## **Upcoming Speaking Events**

### **On Site Consult**

Ottawa, CA  
May 5-6, 2016

### **Lead Carpenter Training**

Seattle, WA  
May 12, 2016

### **On Site Company Training**

Seattle, WA  
May 13, 2016

### **On Site Company Consult**

Manassas, VA  
June 16, 2016

### **Remodelers Advantage Roundtable**

Tyson Corner, VA  
May 17-18, 2016

### **Remodelers Advantage Roundtable**

Manchester, NH  
May 24-25, 2016

### **Mastering Your Remodeling Business**

Remodelers Advantage  
Baltimore, MD  
June 7-8, 2016

### **On Site Company Training**

Springfield, VA  
June 9, 2016

### **On Site Company Training**

Mt Crawford, VA  
June 13-14

### **On Site Company Consult**

Houston, TX Aug 8-9, 2016

College Station, TX Aug 10-11, 2016

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Remember, investing in the people that spend the money, may be the best investment you ever make!

**Sincerely,**

Timothy Faller

Field Training Services

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