



Maintenance Technician Seminar – Save More, Make More

Bay State School of Technology is now offering a Maintenance Technician Seminar, created specifically for property management companies to allow them to increase their profits.

For the better part of a year, Bay State has been working with Winn Management conducting a pilot program designed to address a costly problem.

Winn came to us with frustration that, on top of paying outside service technicians for appliances needing repair (Whirlpool charges \$165 for a service call), their internal staff were spending too much time on the same issue - meeting the tech, accompanying him to the unit, staying during the repair, securing the unit, and in the event the repair wasn't completed, the cycle repeated until completion. Even covered warranty repairs were costing too much in internal staff for the same reasons.

This program is now available to all property management companies. The 3-day/8-hour per day program will train your staff to troubleshoot and repair the most common complaints on the appliances listed below.

The seminar covers:

- Basic Electricity Fundamentals
- Troubleshooting Common Problems
- The Use of Digital Multi-Meters
- Covers Microwave Ovens, Dishwashers, Gas/Electric Ranges and Refrigerators

By the way, we are working with Whirlpool Corporation and have received their full support. Whirlpool has been able to save money by not sending their technicians out on minor warranty calls that are now handled internally.

Please see the enclosed flyer for more information, and then give me a call to discuss in more detail. I can be reached at (781) 828-3434, or email me at admin@baystatetech.org.

Bob Mason, Director

Maintenance Technician Seminar – Save More, Make More

Bay State School of Technology is now offering a Maintenance Technician Seminar, created specifically for property management companies to allow them to increase their profits.

For the better part of a year, Bay State has been working with Winn Management conducting a pilot program designed to address a costly problem.

Winn came to us with frustration that, on top of paying outside service technicians for appliances needing repair (Whirlpool charges \$165 for a service call), their internal staff were spending too much time on the same issue - meeting the tech, accompanying him to the unit, staying during the repair, securing the unit, and in the event the repair wasn't completed, the cycle repeated until completion. Even covered warranty repairs were costing too much in internal staff for the same reasons.

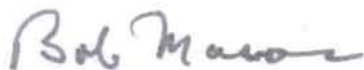
This program is now available to all property management companies. The 3-day/8-hour per day program will train your staff to troubleshoot and repair the most common complaints on the appliances listed below.

The seminar covers:

- Basic Electricity Fundamentals
- Troubleshooting Common Problems
- The Use of Digital Multi-Meters
- Covers Microwave Ovens, Dishwashers, Gas/Electric Ranges and Refrigerators

By the way, we are working with Whirlpool Corporation and have received their full support. Whirlpool has been able to save money by not sending their technicians out on minor warranty calls that are now handled internally.

Please see the enclosed flyer for more information, and then give me a call to discuss in more detail. I can be reached at (781) 828-3434, or email me at admin@baystatetech.org.



Bob Mason, Director