



NAOHSM
PROSMA
Professional Service Manager's Academy



Sharpen Your Management Skills! Train Now With NAOHSM

Prepare Now
By Taking Our 2-Day
Service Managers Training Class,
a prerequisite to your admission to the
Professional Service Manager's Academy

- Philadelphia, PA: August 11 & 12, 8:00 AM — 4:00 PM
- Manchester, NH: August 18-19, 8:00 AM — 4:00 PM

This two-day workshop enables you to learn what it takes to succeed as a Service Manager. Attendees will work on Gross Profit Planning, Service Agreements, Business Plans, Customer Relations, Job Descriptions and Service Manager's Tasks.

Our instructor, Jim Peters, has been in the heating & air conditioning business for over 30 years. He started as an Oilheat technician in New England, has been a senior manager for many years and instructed at the high school and community college level.

- Philadelphia, PA – Wednesday & Thursday
August 11-12, 2004; Ramada Inn
Philadelphia Airport – 610-521-9600
- Manchester, NH – Wednesday & Thursday
August 18-19, 2004; Best Western
Manchester Airport – 603-627-2525

Class size is limited to the first 24 students at each location. Price for NAOHSM members is \$395.00 and non-members \$495.00. Students will receive a workbook, and lunch is provided each day. For those planning to stay overnight, a small block of rooms has been set aside.

To reserve your space, contact
NAOHSM at 1-888-552-0900
or register on the web:
www.naohsm.org.

