

Home Service Excellence



April 19-21 2024

# Best Practices Summit

# Agenda



MAIN LOBBY  
Check In

HARBORSIDE DOCK  
PonTiki Cruise

## Friday, April 19th

Check-in opens at 4pm <https://www.WyndhamGrandJupiter.com/>

4:00 pm	Wyndham Grand Check-in
5:00 - 7:00	PonTiki Intracoastal Boat Cruise*

\* Attendees staying at the Wyndham Grand Jupiter at Harbourside can enjoy free drinks (beer, wine, hard seltzer), fun conversation, and a sunset cruise.



BEACON ROOM  
Breakfast & Lunch

DUNES ROOM  
Session Meetings

Concurrent  
DUNES ROOM  
BEACON ROOM

## Saturday, April 20th

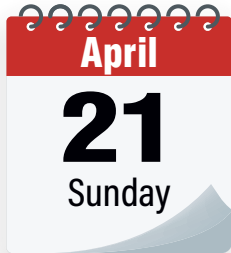
7:00 - 7:30	Onsite Event Registration - Dunes Room Entrance	
7:30 - 8:30	Breakfast in Beacon Room	
8:30 - 9:15	Course and Personal Introductions	
9:15 - 10:30	Industry Overview; See the Problems; Testing Performance; Methods / Tools / Camera	
10:30 - 10:45	Break	
10:45 - 12:30	Code Compliant Approach; InOvate Solutions	
12:30 - 1:30	Lunch in Beacon Room	
CONCURRENT SESSIONS		
1:30 - 2:15	Cleaning Dryers	<a href="#">Inventory Mgmt; Strategic Models</a>
2:20 - 3:45	DryerFlex Installs	<a href="#">6 Phases to Scale Your Business</a>
3:45 - 4:00	Break	
4:00 - 5:00	The Educational Sales Approach	
5:00 - 5:30	Training Certification & Networks	

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## Sunday, April 21<sup>st</sup>

BEACON ROOM  
Breakfast & Lunch

WEST DRIVE  
Truck Tours

DUNES ROOM  
Session Meetings

7:30 – 8:30	Breakfast in Beacon Room
8:30 – 9:00	Safety / Group Picture
9:00 – 10:00	Truck Tours & Tools of the Trade – Stocked for Success



Concurrent  
DUNES ROOM  
BEACON ROOM

CONCURRENT SESSIONS		
10:00 – 11:15	Dryerbox Installs	<u>Defining Mission &amp; Vision</u>
11:20 – 12:30	DryerJack Installs	<u>Effective Sales Communication</u>
12:30 – 1:30	Lunch in Beacon Room	
1:30 – 2:00	Sales Contest / Elevator Pitch Challenge	
CONCURRENT SESSION		
2:05 – 3:00	DWV & DFR Installs	<u>Hiring, Retention, Incentives</u>
3:05 – 4:00	Marketing Panel — Creating Demand	
4:00 – 4:15	Break	
4:15 – 4:45	Jobsite Stories	
4:45 – 5:15	Summary / Survey / Wrap Up	