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# Excellence Update



Monthly News and Information About Excellence Alliance

## Excellence Alliance Monthly Newsletter

July 2004

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**Are you interested in joining a Peer Group?**

#### • We're Going to Vegas!



Thank you to everyone who filled out the Fall Leader's Meeting survey last month. After tallying all the results, the meeting will be held on October 20- 22, 2004, in Las Vegas. We are still looking to fill the breakout sessions if you have any recommendations please forward them to us immediately. The survey is still available online so if you haven't filled it out it's not too late to give us your opinion. We hope to see everyone in Vegas, together we can make this the best meeting yet! **VIVA LAS VEGAS!!!**

**Make your opinion count, fill out the survey...**

#### • Help us in welcoming Laurence Scharff, VP of Sales & Marketing to the Team.

Laurence is the newest member of the Excellence Alliance Team. He had spent the last ten years at ClimateMaster, Inc., most recently as a Regional Manager for their Commercial,





**Fill out the Application....**

## Welcome New Members!



**Harold Rieck of Rieck  
Mechanical - Electrical Services,  
Inc.**



**Sarah & Scott Kellam of Kellam  
Mechanical.**

## Ally's in the Spotlight!

# NORDYNE



**Learn more on EAI's Techcare  
Extended Warranty Program**

Residential, and OEM programs for the Central and Southern Regions. He was responsible for implementing all aspects of ClimateMaster's sales program, including pricing strategies and promotional programs. He provided assistance within the sales chain to design and implement business plans to grow the water source heat pump market, and assisted contractor efforts for successful bids on plan and specification or design-build projects. Prior to joining ClimateMaster, Laurence was a Captain in the United State Air Force and was Officer in Charge for Tactics Plans Development and Integration, 552nd Air Control Wing, Tinker Air Force Base. Currently he serves in the Oklahoma Air National Guard as a Lieutenant Colonel for the 137th Military Support Flight (MSF), 137th Airlift Wing, stationed at the Will Rogers Air National Guard Base. Laurence will be instrumental in the design and implementation of EAI's marketing plan to continue our strong record of adding new members. He will also help us in shaping the strategic direction of the alliance and guide us in new programs and initiatives that will help our members to be more successful.

### Read on...

- **"Two Heads are Better than One"**

An old saying, and an obvious one, it means that two people have a better chance at solving a problem than just one of them.

Networking is a major piece here at the alliance and we consider our "High Powered Networking" to be the best in the industry. Networking is a Time Management tool that helps all of us to learn from others, make important contacts, and of course, will save your company precious time and money.

Over the past month alone we have had just on Membernet, 15 topics discussed, ranging from reverse auctions to gas allowances for your sales team. In just minutes some of your fellow members were able to guide you in the right direction. If someone else has already done it, why should you?

Membernet is only one of 6 "High-Powered Networking" services we offer. If you are stuck, confused, or just need some guidance, and you use the resources provided below, there should be no question that goes unanswered.

- Utilize The Contractor Mentoring Program - we have 4 industry experts at your disposal.
- Share best practices and ideas for success on the Membernet information exchange forum.
- Network with other successful HVAC contractors at the annual EAI Spring and Fall forum.
- Receive assistance with Peer Group facilitation and formation.
- Stay up-to-date with quarterly and monthly newsletters.
- Receive discounted registration at industry events such as Comfortech.

## Upcoming Training Schedule

**Flat Rate Contractor Accounting,  
August 17-18**

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**For more information on any of these resources, please call  
Member Services at 1-877-324-3444.**

- **It's time for an update!**

In an attempt to update our website and contact information we are asking all members to participate. We are looking for the following items:

- All email address for each member company's employees
- Website addresses
- Company Logos
- Marketing Stickers
- Postcards
- Pictures of your Service Vehicles

Thank you in advance and please forward all materials to [andi@eainet.net](mailto:andi@eainet.net).

- **Did you know your employees have access to an experienced law firm.**

We are pleased to announce that Excellence Alliance, Inc. and Pre-Paid Legal Services, Inc. have reached an agreement that will allow Pre-Paid Legal to offer our members another great benefit to add to your employee offering, at no cost to you. Pre-Paid Legal can provide your employees with protection of their legal rights, security for their families, and peace of mind knowing that they have access to an experienced law firm.



Do you think your employees wished they had legal services because of:

- Lost security deposits
- Moving traffic tickets
- Need to prepare a will
- Need to prepare a will
- An IRS audit
- Overcharged for a repair

For a low monthly fee, you and your employees can have access to legal services to cover your most common legal needs. These services include:

- Preventive legal services
- Motor vehicle legal services
- Trial defense services
- IRS audit legal services
- Will preparation
- Other legal services

Benefits administration can often times be a burden. Not so with Pre-Paid Legal. There are no claim forms, no deductibles, no cancellation forms, and billing is once a month and can be done electronically.

Rob Vest will make a personal on-site visit to discuss their benefit options, answer questions, and enroll your employees. We have many members that have enrolled and have had excellence experiences utilizing Pre-Paid Legal's services: Cropp-Metcalf Air Conditioning, Estes Heating & Air, Munn's Sales & Services, and Total Comfort are just a few. There has been no LESS than a 75% participation among the employees even though it is 100% employee paid. Give Rob a call and discover for yourself this valuable, no cost benefit for your employees.

**If you need more information, please contact Rob Vest at (540) 338-8054**

• **Excellence Alliance Foundation and Tempo Mechanical Services award \$2,000 Scholarship to ATI Technical Training Center in Dallas, TX**

Greater Cincinnati Region - Tempo Mechanical Services, a member of Excellence Alliance, partnered with the Excellence Alliance Foundation (EAF) to award a \$2,000 scholarship to ATI Technical Training Center. On June 9, 2004, on behalf of the Foundation, Catherine Smith of Tempo, and Rich Bower, Director of Student Services at ATI, presented a check for \$2,000 to student recipients, Mario Gomez and Leon Kremer, to continue their studies in HVAC/R. The scholarship was funded by Tempo and other members and allies of EAI in the Texas area, and the presentation took place at 3:30pm at ATI Technical Training Center.



[andreao@eainet.net](mailto:andreao@eainet.net)

**[Find out how you can sponsor a scholarship...](#)**

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