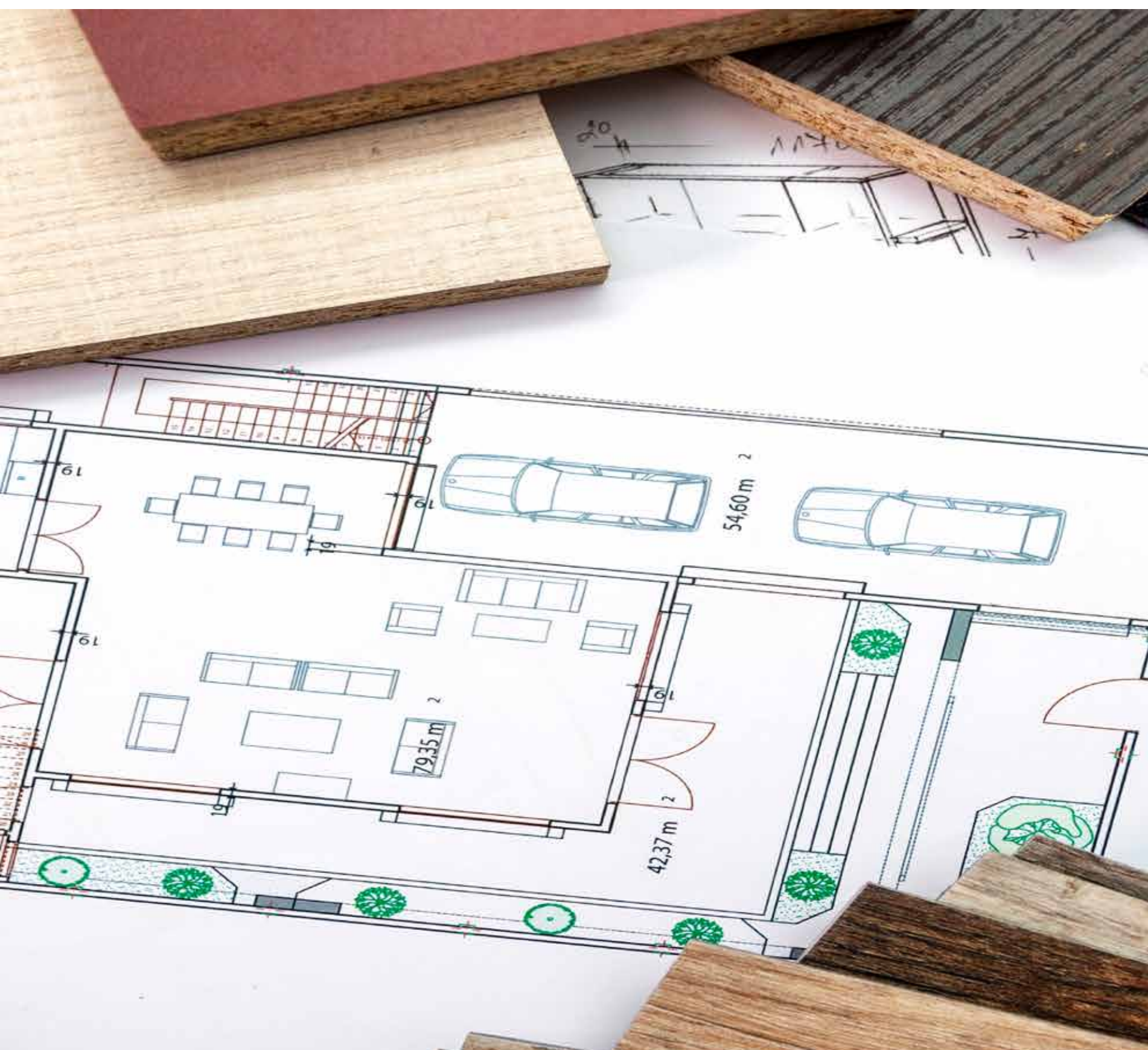


# Comprehensive Flooring Sales Training

This course is designed to provide up to date and thorough education on flooring site preparation, materials, what you need to know when selling them, common issues, and how to protect yourself and your company from failures and under quoting;

- Industry terms and why they matter
- Manufacturing differences and insights
- Qualifying your customer, where to recommend specific products
- Common Issues and how to avoid
- Maintenance, repairs, re-finish and buffs
- Floor prep and moisture mitigation, asbestos/lead testing
- Floor Inspections
- What is the responsibility of the flooring retailer

Presenters include; Harvey Burritt, Burritt Bros; Tim Craik; GO Resilient Canada, Chris Maskell, CEO NFCA; Barry Minaker with Diamond Hard Surfaces; Leanne Murakami, Epoch Analytical; Kjell Nymark, Precision Harwood Floor Services, and instructor NWFA; Brad Scott, Bona; Leanne Drake, Mercier Wood Flooring.



## Wednesday, May 18 Site Preparation

Surface Prep  
Moisture mitigation/Adhesives  
Asbestos and Lead

9:30 am to 12 pm  
12:45 pm to 1:45 pm  
2 pm to 3 pm

## Wednesday, May 25 Wood Flooring - Hardwood and Laminate

Manufacturing, terms, qualifying customer  
Technical, common failures and prevention

9:30 am to 12 pm  
12:45 pm to 3:15 pm

## Wednesday, June 1 Finishes and Floor Inspections

Sand and finish, buff and coat, stains  
Inspections

9:30 am to 12 pm  
12:45 pm to 3:15 pm

## Wednesday, June 8 Carpet and LVT (Vinyl)

Carpet broadloom, rugs, tile  
Vinyl (LVT, LVP, SPC, WPC)

9:30 am to 12 pm  
12:45 pm to 3:15 pm

**Member: \$400 + GST**  
**Non-Member: \$600 + GST**

\* For all 4 Courses | Single course purchase is not available

**Register 4, get the 5th attendee free**  
**Lunch included | Space is limited**