

OVNARI members see fireworks during and after game! Reds beat Indians on 9th inning grand slam as chapter watches from Redlegs Landing!

If you weren't among the 56 people who attended the Ohio Valley NARI baseball party at Great American Ball Park on June 30 you missed it!

For nine and two-thirds innings the most positive things about the game for the NARI members in Redlegs Landing was the beer and corn dogs at the private concession stand, and the prospect of a fireworks show after the game. Then Adam Dunn, who spent most of his early career as a Dayton Dragon before dashing quickly through Chattanooga and Louisville on his way to GABP, came to the plate with the Reds down by three runs, two out, and the bases loaded and sent the second pitch lining at warp speed into the Indian's right field bullpen for a grand slam home run and a 9-8 Reds win.

Frankly, it was probably anticipation of the



Early in the 9th inning the Reds are threatening, but the Indians aren't too worried--yet. They're still ahead by four runs.

fireworks show that kept most NARI members partying in the party deck throughout a game that for the first eight innings was about as attractive as a multi-car crash on the freeway. A few did leave early--much to their sorrow--and didn't see the Reds five run fireworks in the bottom of the 9th, capped by Dunn's blast, that turned disaster into one of the biggest celebrations ever seen in the ball park.

The "real" fireworks were great too. And Redlegs Landing was absolutely the best vantage point to view them. One witness said it was the best fireworks show she had ever seen, and that includes pyrotechnic displays at RiverFest--a pretty strong endorsement.

One thing is sure, Ohio Valley NARI will be back in Redlegs Landing again next year. And you can bet the tickets will sell out almost as soon as they're available. Everyone who came to the game this year plans to come back, if they possibly can.

Sign up to play NOW!

What: OVNARI Golf Tournament

Program: 18 holes of championship golf, lunch, & a steak dinner

When: Thursday, August 10

Where: Sharon Woods Golf Course
Swing Road (off Cornell Road)

Time: 10:00 a.m. (dinner at approximately 4:00 p.m.)

Cost: \$125 for NARI members

RSVP: Fill out & return the form to NARI

Ohio Valley NARI will offer all-day educational seminar on Thursday, August 14

NARI certified remodeling professionals who need education credits for their recertification or everyone in the industry who wants to learn to be better remodelers will want to be at the Kings Island Resort & Conference Center on September 14 when Ohio Valley NARI offers its 2006 Educational Seminar.

This year's all-day professional training event will include three presentations by Mike Cordonnier, CR, who was a principal of one of Ohio's most honored remodeling firms before turning full time to remodeling business coaching and training. Mike is recognized by NARI as a qualified trainer for CR, CRS, CLC, and CKBR recertification continuing education requirements.

He will conduct sessions on Customer Service for Field Employees, Efficiency and Effectiveness—Doing the Right Things at the Right Time, and Engineering the Client Experience—What Remodeling the Customer is Really Buying.

“Customer Service for Field Employees—More Than a Clean Uniform” will cover such topics as what employees need to know from the office, what the real job of a field employee is, teaching field employees to think like owners to promote great service, changing employee mentality to a service focus, and “The Ten Commandments for Field Employees.”

In “Efficiency and Effectiveness—Doing the Right Things at the Right Time” Mike will cover such things as the owner's job description, prioritizing, discovering what you do

best, the 80/20 rule for owners, getting employees on your side, and determining if you are part of the problem.

Mike, an engineer by education, draws on his technical background to apply engineering principles to customer relations in “Engineering the Client Experience—What your Client is Really Buying.” This session will focus on determining key elements in the client experience, developing benchmarks to measure the client experience, knowing and understanding your clients, and words matter—how you and your employees speak make a difference.

Mike was a founding partner of Remodeling Designs, Inc., in 1990. During his 15 years with the company it developed into one of the most honored remodeling firms not only in the Dayton area, but in the entire country. Remodeling Designs has won seven national awards, including a National Remodeling Quality Gold Award from the National Association of Home Builders and the NAHB Research Center; six regional and 28 local Contractor of the Year Awards, and Chrysalis Awards. The firm has appeared several times on *Professional Remodeler* magazine lists of “Best Remodeling Companies to Work For” and has been recognized by *Remodeling Magazine* as one of the “Top 500 Remodelers.”

When he sold his interest in Remodeling Designs to the other partners in 2005, Mike established Visions Achieved Coaching to provide small group training and personal coaching to help business owners develop systems, processes, and company culture aligned with their personal and professional goals.

Mike graduated from the University of Dayton with a degree in electrical engineering. In 2004 the *Dayton Business Journal* named him as one of the Dayton area's “40 Under 40” business leaders.

The seminar will be held from 8:30 a.m. until 4:30 p.m. on Thursday, September 14, at the Kings Island Resort and Conference Center, in Kings Mills.



The *NARI Renovator* is produced by Ohio Valley NARI as a service and benefit to its members. The organization's office is located at 136 South Keowee Street, Dayton, Ohio 45402; (800) 498-NARI or fax (937) 222-5794.

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Local and national 2007 Contractor of the Year Awards information is now available

Information packets for the 2007 local and national Contractor of the Year Awards programs are now available on the Ohio Valley NARI web site, www.naricincinnati.org.

There are several important CotY deadlines to note. Entries in the local awards program must reach the Ohio Valley NARI office by the end of the business day on Monday, October 30. The deadline for national entries to reach NARI headquarters in Des Plaines, IL, is 5:00 p.m. Central Time, Friday, December 1. National entries must be submitted in official CotY entry binders. These binders should be ordered from the

CR, CRS, and CLC classes to be offered in Cincinnati CKBR program will be available in Dayton this year

If you are among the several Ohio Valley NARI members who have expressed interest in attending certification preparation classes and taking the Certified Remodeler, Certified Remodeler Specialist, or Certified Lead Carpenter examination later this year your interest has been noted, and the chapter does plan to conduct a certification program starting in September.

Classes are tentatively set to be held at CabitDesign, 1117 Cypress St., which is one block west of Victory Parkway, just south of McMillan. This Walnut Hills location is convenient for everyone from Cincinnati, but to accommodate Miami Valley NARI members who may want to participate in the CR, CRS, or CLC programs this year a search for a farther north site—ideally in the I-75/275 area—is still in progress. If anyone has suggestions for or can offer a class site in this northern area please contact Steve McCord, CR; Ed Kramer CR, CKBR, or the Ohio Valley NARI office at 800-498-6274.

Ohio Valley NARI members who want to participate in the Certified Kitchen and Bath Remodeler program this year can attend preparation classes sponsored by Miami Valley NARI, which are planned to start in late August or early September at the NARI office in Dayton.

national office with sufficient lead time for them to reach the member and be returned by the entry deadline.

A new category, Home Theater & Media Rooms, has been added to the national awards program this year. To qualify for this category the remodeled area must include audio/visual equipment and a dedicated viewing area.

Home theater areas are not a separate category in the Ohio Valley NARI local awards, but projects that are primarily home theater or entertainment related can be entered in the Residential Specialty category. Multi-use remodels or additions that include a media center can be entered in the Residential Interior or Residential Addition categories.

For complete information about the local and national Contractor of the Year Awards programs download the information packets from the OVNARI web site, or watch your mailbox for a CotY program mailing with the August newsletter.

The mission of Ohio Valley NARI is:

- ✓ To establish and maintain the association's firm commitment to developing and sustaining programs that expand and unite the remodeling industry as well as to ensure the industry's growth and security.
- ✓ To encourage ethical conduct, sound business practices, and professionalism in the remodeling industry.
- ✓ To present NARI as the recognized authority in the remodeling industry.

These missions are carried out by:

- ✓ Promoting the common business interests of those engaged in the industry.
- ✓ Sponsoring educational programs and activities for members.
- ✓ Enlightening consumers to the needs and advantages of home remodeling and maintenance, thereby improving the nation's housing inventory.
- ✓ Recommending legislative and regulatory action that safeguards and preserves the remodeling industry, and stimulates the marketplace.

Goals of chapter to accomplish mission:

- ✓ To provide education to enhance professional and personal competencies.
- ✓ To create and encourage networking.
- ✓ To develop and promote the profession.
- ✓ To serve as a resource center.
- ✓ To provide quality publications to members.
- ✓ To improve membership and membership participation.
- ✓ To improve consumer awareness.
- ✓ To remain proactive on current and pending legislation.



Ohio Valley NARI

Serving the Cincinnati Metropolitan Area

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800.498.NARI



Coming Events

Ohio Valley NARI Golf Tournament

10:00 a.m., Thursday, August 10
Sharon Woods Golf Course
Swing Road (off Cornell Road), Sharonville

Educational Seminar

Applies to NARI certification
CEU requirements
8:30 a.m. 4:30 p.m., September 14
Kings Island Resort & Conference Center

Vendor Showcase

6:30 p.m., Thursday, October 12
Holiday Inn I-275 North

Dinner Meeting

Building Codes Update
John Hester, Senior Plan Examiner
Cincinnati Department of
Buildings & Inspections
6:30 p.m., Wednesday, November 8
Holiday Inn I-275 North

Evening of Excellence Dinner

Thursday, December 14
Montgomery Inn
Montgomery Road

Ohio Valley NARI golfers set to tee-off in 2007 outing on Thursday, August 10 at Sharon Woods Golf Course

The next big event on the Ohio Valley NARI summer calendar is the golf tournament.

The figurative shotgun will sound at 10:00 a.m. Thursday, August 10, at the Sharon Woods Golf Course. If you played in last



year's golf outing you know that this county-owned course is one of the best public courses in southwest Ohio.

A modest entry fee of just \$125 per player covers cart, greens fees, prizes, refreshments from the beverage cart, lunch at the turn, and a late afternoon steak dinner at the conclusion of play. The cost of the dinner is just \$35 so non-golfing member company employees and family members can join the fun at the end of the day.

To register for the golf outing or the dinner return the form in this issue of the newsletter to the NARI office.

It's not necessary to drive into Sharon Woods park to reach the golf course. Take Cornell Road east from Redding Road (a little more than a mile) or west from Reed Hartman (about 3/4 mile), then turn north on Swing Road