



THE NARI RENOVATOR

The Ohio Valley Chapter of the National Association of the Remodeling Industry

August 2006

www.naricincinnati.org

2006 OVNARI golf tournament tees off on August 10 Last chance to sign up for biggest NARI social & recreation event of the summer!

There's still time to get in on the biggest Ohio Valley NARI social and recreation event of the summer--the 2006 OVNARI Golf Outing

About 100 NARI members and guests will hit their first drives at 10:00 a.m. Thursday, August 10, at the Sharon Woods Golf Course. There's room for a few more players, but only a few. 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-golfers 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.



The Sharon Woods GC clubhouse and the adjacent Stonewood Banquet Center are an attractive location for the golf outing.

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



Sharon Woods is an undulating course that will test golfers' ability to place their shots accurately.

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

CR, CRS, and CLC preparation classes will be offered at Reading Road location

NARI members in southwest Ohio who want to earn Certified Remodeler, Certified Remodeler Specialist, or Certified Lead Carpenter credentials will be able to study for the examination at a convenient northern Cincinnati site when preparation classes begin next month.

One of the newest members of Ohio Valley NARI, John Ashton, of Baths Plus, has volunteered to make his Reading Road location available to the chapter for the training classes, which will start in September to prepare candidates for the certification examinations in November.

The Baths Plus north Cincinnati location is at 8711 Reading Road, about three miles south of the Glendale-Milford and Reading Road intersection on the west side of the road. It's easily accessible from all parts of the Cincinnati area by I-75 or Ronald Reagan Highway. Just as important, it's only 30 miles from the south Dayton suburbs, making it convenient for members of Miami Valley NARI who want to obtain CR, CRS, or CLC certification this year to attend the preparation classes.

Cincinnati area remodelers who want to obtain their Certified Kitchen and Bath Remodeler certification this year are invited to join the CKBR preparation classes sponsored by Miami Valley NARI. These classes are tentatively scheduled to start on September 6 and to continue for 12 weeks. They will be held in the NARI offices at 136 South Keowee Street in downtown Dayton.



Some members of the 2005 CR, CRS, and CLC preparation class are shown in this photo. NARI certification examinations are rigorous tests of candidates knowledge and the preparation classes are demanding. The professional benefits--and personal satisfaction--of achieving CR, CRS, CLC, or CKBR certification make the effort worthwhile.

Southwest Ohio remodelers benefit from some of the most effective certification preparation programs in the country. This year area remodeling professionals won two of three Henry Spies Superstar Awards for the highest scores in the country on the CR and CKBR examinations.

Certification identifies you as a dedicated professional and acknowledges your personal achievements, improves your level of practice, and highlights you as a leader in the industry. NARI certification is a valuable marketing tool as well – providing customers with assurance that they are choosing expert professionals with years of experience, dedication to ongoing training, and a commitment to ethical conduct.

If you are one of the several Ohio Valley NARI members who has already expressed interest in attending certification examination preparation classes this year please reconfirm your interest now that exact class locations and approximate starting dates for the program have been announced.

Call the NARI office at 1-800-498-6274 or send e-mail to info@narincincinnati.org to indicate or reconfirm your interest in the 2006 certification programs.

THE NARI RENOVATOR A Publication of Ohio Valley NARI

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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Ohio Valley NARI remodelers seminar will be held at Kings Island Resort on September 14

Kings Island Resort & Conference Center, conveniently located on Kings Island Drive, just east of I-71 at exit 25, is a great place to spend a day. It's especially great when the day's events include an information-packed educational program that will increase your professional knowledge and provide credits toward renewal of your CR, CRS, CLC, or CKBR certification.

The 2006 Ohio Valley NARI seminar is set for Thursday, September 14, at the Kings Island Resort. The all-day event begins with a light breakfast at 8:30 a.m. and will wrap up at 4:30 p.m.

This year's seminar leader is Mike Cordonnier, CR, a NARI-approved trainer and remodeling business coach. Mike 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.

Drawing on his education as an engineering graduate of the University of Dayton, Mike will describe how 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 under-



The Kings Island Resort and Conference Center is a pleasant place to spend a late summer day increasing your professional knowledge and earning credit toward your NARI recertification requirements.

standing your clients, and words matter—how you and your employees speak make a difference.

To register for the seminar return the form in this newsletter to the Ohio Valley NARI office by mail or FAX.

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

136 South Keowee Street • Dayton, Ohio 45402

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

Feature Vendor Night will be held on October 12 at the Holiday Inn I-275 North on Hauck Road

Cincinnati area remodelers and the firms that supply materials and services remodelers need will get together on Thursday, October 12, at the Holiday Inn I-275 North for the 4th Annual Ohio Valley NARI Feature Vendor Night.

This popular event features an all-you-can-eat deli buffet with free beer and sodas. Contractor members can bring all their employees, family members, and independent contractors for one low price of \$25. That's \$25 for the whole company, not \$25 per person!

Vendors can order a display table (or space) for just \$150, which includes dinner and beverages for up to three representatives from the exhibiting company. Vendors are also encouraged to provide door prizes valued at \$25 or more to be awarded to remodeler representatives during the evening.

Setup begins at 5:00 p.m. on October 12; the doors open to remodelers at 6:30 p.m.

To apply for display space at Feature Vendor Night fill out the Vendor Display Table Application side of the form included with this newsletter and return it to the Ohio Valley NARI office by mail or FAX. If you are a remodeler, why wait? Register your crew right away.