

Training course fact sheet

After sales service and the NHBC Warranty 1 day

Brief outline / aims

The purpose of the training is to give delegates a good understanding of the Buildmark warranty (BM) from NHBC with particular focus on the builder responsibilities in the first 2 years. There is also an outline of the cover provided in years 3 to 10 of the warranty.

The course uses an interactive format utilising lots of questioning techniques from the trainer to maintain learner interest. A series of reviews and workshops, in addition to exercises and games are used as a method of revising each session and reinforcing the learning.

It will provide learners with the knowledge and skills to complement an effective customer care service with a broader understanding of the Buildmark warranty from NHBC.

Suitability

Customer Care/Service teams (All members), Sales Teams, Contract Managers, Project Managers and those team members that have contact with the occupier where an NHBC warranty is in place.

Numbers

It is recommended that there is a **maximum of 16** delegates to allow for sufficient involvement and interaction during the day.

Delegate pre-requisites

None.

Outline programme

- **Aims** - to give candidates sufficient theory to provide strong after sale service to occupiers which benefit from the Buildmark Warranty
- **Objectives** - Correctly identify the sections that form the NHBC Buildmark and classify scenarios that may form a valid resolution or valid claim under NHBC Buildmark.

Course content

- How do you 'do' Customer Care/Service after occupation (workshop) in relation to Buildmark
- What is NHBC Buildmark
- Customer Satisfaction (HBF) Survey results
- A review of the Buildmark Policy with an in depth look at the builders responsibilities in the first 2 years.
- A look into the warranty cover provided in years 3-10 of Buildmark
- How NHBC Standards are used in relation to Buildmark.

Timing

09:00 to 16:30 with two, 15 minute tea/coffee breaks and 45 minutes for lunch.

Refreshments

(Timings shown are flexible and should be agreed with the trainer on the day)

Tea/coffee to be available on arrival.

Tea/coffee, biscuits to be provided mid-morning and mid afternoon.

A buffet lunch to be provided.

Training room

The ideal set up for this course is a 'U' shape with desks/tables for delegates and a top table for the trainer. If there are relatively low numbers (less than 10) then a boardroom set up is acceptable as long as there is sufficient space for each delegate.

AV equipment

Projector screen (or blank wall) and flip chart (the trainer will provide a data projector).

Any special access or room requirements

None.

Site visit/site facilities required

No.

