

The AIR HANDLER

The official Newsletter of:



April 2020

OFFICERS 2020

President:

Eric Shaner
Zimmer Heating & Cooling
513-521-9893

Vice President:

Curtis Riley
Corcoran & Harnist Htg & Clg
513-921-2227

Secretary/ Treasurer:

Kevin Morrison
Rusk Heating & Cooling
859-431-4040

Directors:

Tom Gray
National Heating & Air Condg.
513-621-4620

Amanda Kimbrell
Moore Air
513-772-3444

Rob Raby
Air Plus Heating & Cooling
513-769-0871

Associate Advisors:

Scott Anderson
Habegger Corp. - Carrier

Shawn Calton
Habegger Corp.—Bryant

Ruben Ledesma
Trane

APRIL CUSTOMER SKILLS TRAINING

RESCHEDULED!!

New date: Wednesday, JUNE 10, 2020

If you have registered, your registration will be good for June 10th. If you need to make changes, please contact the office.

OCILB State License Information: During the COVID-19 crisis, they will issue your licenses as they come due, provided that you have paid your renewal fee on time! The state will allow a grace period of approximately 60 days for you to obtain your necessary CEU credits. This is a temporary action and the acceptance of alternate methods of training (online) will be allowed during this 60 day grace period. As we move through the 60 day grace period the State of Ohio will be evaluating the situation and if any further action needs implemented regarding the grace period they will advise.

Special Resources for ACCO Members . . .

Coronavirus Disease 2019 (COVID-19) Resource Center includes many customized resources and tips developed specifically for and by ACCO members, along with advice from experts. Check out all of the resources, including:

- ◆ Customer Templates
- ◆ Industry News & Resources
- ◆ Workplace Guidance

NEW DATE for the Red's

Cincinnati Red's Game

Same Area as previous - Party Decks A & B

Friday, August 28th / Fireworks Friday

7:10 p.m. game time

Cost \$85 pp

Registration enclosed. If you need to change your registration, please call the office.



11020 SOUTHLAND ROAD, CINCINNATI, OHIO 45240

phone: 513-651-1161

fax: 513-742-8477

e-mail: jfrank@accgc.org

www.accgc.org

2020 CALENDAR OF EVENTS

JUNE	10	SOFT SKILLS SEMINAR
AUG	20	ANNUAL GOLF OUTING Aston Oaks 10:00 am Shotgun
AUG	28	RED'S GAME 7:10 Game vs Brewers Cooper Tire Party Decks

Quote of the month:

*"Never tell people how to do things.
Tell them what to do and they will surprise you with their ingenuity."*
- Gen. George S. Patton

Always looking for Potential members . . .

If you have a contractor in mind, please let Joyce know so that ACC GC can send out some information on the benefits of belonging to the association. The Board is trying to offer something that isn't offered anywhere else (ie Soft Skills/ Customer Skills Training), hoping to interest more/new contractors. Suggestions are always welcome!!!

Meet the Contractor Night was cancelled in March. Please watch the May Newsletter to see if it can be rescheduled.

During this COVID-19 time - Joyce is in the office usually Monday-Thursday. She will keep coming in until someone tells her she can't.

June 10th - Soft Skills / Customer Skills Training 7:30 - 10:00 am

The Customer Training sessions will be designed to assist employees to better understand the importance of providing excellent customer service. Some of the elements will include:

- ◆ How to greet and speak with Customers
- ◆ Developing Customer rapport
- ◆ Common etiquette
- ◆ How to handle irate Customers
- ◆ Customer Service and Sales

ACC GC decided we need to do something different to get members more engaged in the association. ACC GC is going to be offering a series of Seminars/Training in regards to dealing with the Customer and Sales. Hoping to teach our up and coming how to conduct their actions / reactions and speak to a customer.

There will only be 40 seats available. If we should sell out, ACC GC will consider putting a 2nd (same class) on again a week or so later. We are hoping to fill a void in our industry.

Speaker: Rik Vonderhaar

Rik has 41+ years of sales and marketing experience with 6 companies (2 Fortune 500). He is the retired Vice President at Champion Window. He has taught and trained several functions including: Selling Skills, Customer Service, Body Language, Negotiating and Personality Types. Author of newly published book on value selling: "In the Absence of Value, All that's Left Is \$\$" Currently working with the Goering Center as a Moderator of Executive Business Roundtables.

**Please see insert to register and payment must be made ahead of time.
No registration without payment.**

ACCA GC ANNUAL GOLF OUTING



**THURSDAY,
AUGUST 20th
10:00 am Shotgun**

Aston Oaks Golf Club

1 Aston Oaks Drive, North Bend, Ohio



Always looking for ideas for Membership Meeting Topics & Social Outings.

If you have any suggestions feel free to pass them along to either the committee, the office or anyone on the board of directors

RISK MANAGEMENT CORNER

Create an Enduring Risk Management Culture

If you aren't committed to incorporating risk management into the culture of your business, a seemingly small change can make it all crumble, leaving you without a solid foundation to help you prioritize the safety of your workers. If you intend to make risk management a core value of your business, your risk management culture needs to be strong enough to withstand any obstacle.

Personnel Changes

A management change, while significant in many ways, shouldn't decrease your workplace-safety results. Consider this story from a real business:

The safety manager of a manufacturing operation retired, taking with him nearly all knowledge of the company's safety program. When the new safety manager joined months later, he found elements of the company's risk management program missing or lacking. Records, which were all kept on paper, were nowhere to be found. The new safety manager had the unenviable task of rebuilding the program, while making sure the business's day-to-day needs were fulfilled.

To combat the effects of personnel changes, a business must deliver a consistent and deliberate safety message to its employees. Documents, including processes and records, should be kept — and backed up — where any member of management can access them to ensure a smooth transition upon the departure of a safety manager.

New Circumstances

What happens when the rules change? Maybe regulators have added or modified workplace safety requirements. Or maybe your business begins using new equipment or offering new products or services to respond to market demands. A relaxed attitude toward safety won't help you keep your workforce informed. Members of a culture that focuses on risk management readily adopt and act on new safety measures — sometimes before management even requires them, because that's just the way things are done.

Embraced All the Way Up

When it comes to prioritizing safety, business leaders and risk management professionals agree: It has to start at the top. Business owners must believe in the importance of safety and model the behaviors that will help keep employees — and by extension, the business — safe. A positive example from leadership will likely be reflected throughout the next levels of management and frontline employees. The influence a well-respected manager has on employee behavior cannot be overstated.

If preventing workplace injuries or accidents isn't a primary and permanent focus, the possibility of letting things slip is very real — and the consequences could be severe.

Contact your local [Federated Insurance marketing representative](#) for more information on this and many more risk management topics.

This article is for general information and risk prevention only and should not be considered legal or other expert advice. The recommendations herein may help reduce, but are not guaranteed to eliminate, any or all risk of loss. The information herein may be subject to, and is not a substitute for, any laws or regulations that may apply. Qualified counsel should be sought with questions specific to your circumstances. © 2020 Federated Mutual Insurance Company.



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CORKEN STEEL PRODUCTS

BRANDON O'BRIEN
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