



North Central Hearth, Patio & Barbecue Association
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Having Fun While Learning



NCHPBA Annual Meeting

May 18-20, 2008

Chula Vista Resort • Wisconsin Dells, WI

You indicated you wanted more training and that is what you will get at the 2008 Annual Meeting and Conference. Two full days of training will be offered. NFI reviews and exams will be held concurrently so there is no "down time" for staff. PLUS there are lots of fun things to do at the \$200 million dollar renovated Chula Vista Resort. Golf is on site. Unique shops are there for home decor or a variety of clothing from casual beach wear to every day attire. Need a massage? Can get that at Chula Vista as well as excitement in their indoor and outdoor waterparks, relax in hot tubs and a 35 person outdoor Hot Springs overlooking the river, woods and an outdoor fireplace! This is definitely a site for children of all ages. Come a little early or stay a bit late and have some fun. You deserve it!

Sunday is still the Funday

A golf outing is planned at Coldwater Canyon Golf Club located on the grounds of Chula Vista. A short walk or quick drive over gets you to the ClubHouse. Or, a call to the ProShop will be answered by a cart to pick you up at the Hotel and you will be taken over.

A shotgun start has been arranged for 11:00 a.m. to enable time for folks to drive in for golf. A round in the outing with 7 flag events is only \$55.00 including cart. Lunch will be provided. Register for this separately from your program registration.

Not a Golfer?

This is no problem as there are games, WaterPark activities, shopping at the Vista or a short 3 mile drive or walk to the famous downtown Wisconsin Dells for ALL SORTS of things to see or buy. Homemade fudge is outstanding. Go to the Deer Park and have deer, goats and other animals eat right out of your hands. A short drive further gets you to a horse-drawn wagon ride through the canyons and gulches, native to this part of the state. A trail from Chula Vista winds along the river and ends up downtown for walkers or bikers. If you are going to get away, take the time to have fun!

Sunday Dinner Cruise

Don't miss this regular event. Gather with friends and colleagues on the Wisconsin River on the Clipper for food and drink Sunday evening. A two hour cruise is planned. This is a great way to meet and relax before the two day event. A casual event for all. Although there is no fee for this, advance reservations are needed so ample food and drink will be on hand. Once back there will still be time to head to the WaterPark or the Hot Springs. Register now!



Lodging Reservations

All lodging reservations must be made directly with the Chula Vista Resort. Room block for \$79/night including all WaterPark adventures.

1-800-388-4782

Block release date is 4/15/08

Chula Vista Resort

2501 River Road
 Wisconsin Dells, Wisconsin
 Located off Highway 13 just 3 miles from downtown.

For directions and more information, go to www.chulavistaresort.com

Schedule of Events

Sunday, May 18, 2008

- 11:00 a.m.** Golf Outing at Coldwater Canyon—Chula Vista property \$55.00 per person
5:00 p.m. Register for cruise on the Wisconsin River Fireplace lounge area No fee—advanced reservations needed
6:00 p.m. Dinner Cruise Chula Vista dock by 5:45 p.m.

Monday, May 19, 2008

- 8:00 a.m.–** NFI Woodburning or Gas Review and Exam. All day training and exam. Separate fees apply. Breakfast and lunch in room.
5:00 p.m. Monday evening dinner is not included with NFI fees. Dinner tickets are available by separate fees.

Monday, May 19, 2008 Annual Meeting and Conference

- 7:00 a.m.–** Registration and breakfast (obtain tickets for breakfast when register)—Fireplace lounge area for registration.
8:00 a.m.

Application has been made for NFI Continuing Education Units for all programs.

Time	Track One	Track Two	Track Three
8:00–9:30 a.m.	HearthCheck (Part 1 of 2) A program developed by NCHPBA to determine house depressurization and how the house works as a system. Newly revised with forms provided to use when you conduct house pressure tests Mike O'Rourke Wilkening Fireplace Co., Walker, Minnesota	Time Management (Part 1 of 2) Learning goal setting, SMART test to all goals, the 80/20 rule and how to prioritize. Learn how to manage technology and not let it manage you. Delegating and getting things done. Dave Pomeroy Dave Pomeroy Signature Training, Chandler, Arizona	Communications Skills Workshop (Part 1 of 3) Designed to teach skills for dealing with media, testifying at public hearings, working with legislators or just dealing with difficult staff or customers. Lecture and role playing is combined with videotaping to help you see how the skills really work. Learn to not put foot in own mouth! Space is limited. Tom Pugh—Lloyd F. Pugh and Assoc., Wash- ington and John Crouch, HPBA California
Break			
9:45–11:15	HeartCheck (Part 2 of 2) Mike O'Rourke Wilkening Fireplace Co., Walker, Minnesota	Time Management (Part 2 of 2) Dave Pomeroy Dave Pomeroy Signature Training, Chandler, Arizona	Communications Skills Workshop (Part 2 of 3) Tom Pugh—Lloyd F. Pugh and Assoc., Washington and John Crouch, HPBA California
11:15–1:15 Lunch and Annual Meeting	Ballroom—off Fireplace Lounge area		
12:15–1:15 p.m.	Why My Wood Isn't Burning Troubleshooting problems with solid fuel burning fireplaces and stoves. Identification of typical issues. For people not involved with the business meeting. Rick Vlahos, HPBEE, Woodstock, Illinois		
1:15–2:45 p.m.	Wood Burning Inserts in Factory Built Fireplaces There are typically at least three manufacturers involved in this type of installation and they often have different stances concerning this type of installation. We will discuss the issues each manufacturer feels are important and look at the issues. Russ Dimmitt, Copperfield Chimney Supply, Fairfield, Iowa	Profitable Service (Part 1 of 2) Pricing basics and what it should be based on. Calculating hourly rates and labor margins. Learning the value of multi-level service programs and selling your services. Dave Pomeroy Dave Pomeroy Signature Training, Chandler Arizona	Communications Skills Workshop (Part 3 of 3) Tom Pugh—Lloyd F. Pugh and Assoc., Washington and John Crouch, HPBA California
Break			
3:00–4:30 p.m.	Selling Woodstoves in Today's Market With consumers wanting everything quick, including a "fire," how do you sell an old fashioned system that involves manual labor. Rick Vlahos, HPBEE, Woodstock, Illinois	Profitable Service (Part 2 of 2) Dave Pomeroy Dave Pomeroy Signature Training, Chandler Arizona	Software Systems for Retailers How to evaluate what you need to track your inventory and sales. Sharon McCarney Tyler Retail Systems, Paynesville, Minnesota
4:30–5:30 p.m.	Hearth Feud—a game for all! Rick Vlahos and NCHPBA Education Committee		
5:30–6:30 6:30–7:30	Break Dinner by advance reservations		

Enjoy your evening and all the amenities of the Chula Vista.

WaterPark Slides or relaxing river • Hot Tub or Hot Springs or meet people in the lounge, or the privacy of your room • See you in the morning!

Tuesday, May 20, 2008

8:00 a.m.– NFI Pellet Review and Exam. All day training and exam. Separate fees apply. Breakfast and lunch in room.
5:00 p.m.

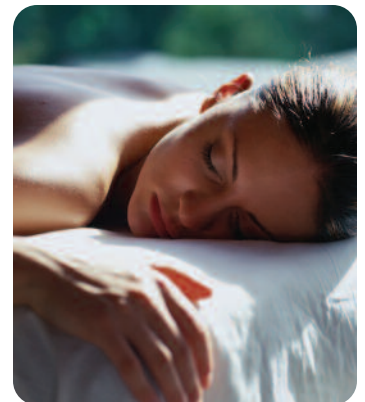
Tuesday, May 20, 2008 Annual Conference continues.

7:30 a.m.– Breakfast—tickets obtained when register in Fireplace lounge area.

8:30 p.m.

Time	Track One	Track Two	Track Three
8:30 – 10:00 a.m.	<p>Managing the Details to Improve Sales Owners and Managers shouldn't miss this one. Learn observation skills and practical tips to use to evaluate your store and make it irresistible to consumers. They will "want" to buy. Rick Vlahos, HPBEF Woodstock, Illinois</p>	<p>Software Systems for Retailers <i>(a repeat from Monday)</i> Sharon McCarney Tyler Retail Systems, Paynesville, Minnesota</p>	<p>Workplace Violence <i>(handling physical and verbal abuse)</i> American Red Cross</p>
Break			
10:15 – 11:45 a.m.	<p>Phone Etiquette How we answer the phone and handle the call is often the first impression of how we do business. We will discuss the dos and don'ts of taking the call from the initial greeting through concluding the call. Russ Dimmitt Copperfield Chimney Supply, Fairfield, Iowa</p>	<p>Comfort Zone Selling (Part 1 of 3) Processing information by you and the consumer. How to process styles. Behavior styles and how to sell to them. Why people buy. Dave Pomeroy Dave Pomeroy Signature Training, Chandler, Arizona</p>	<p>Slips, Trips and Falls American Red Cross</p>
11:45 – 12:45 Lunch			
12:45 – 2:15 p.m.	<p>Relining (Part 1 of 2) Relining is an important service to provide your customers. By doing a proper reline you can insure the appliances you sell are working properly, reduce your liability and increase both customer satisfaction and your bottom line. We will look at properly sizing liners and how to deal with the question of insulating liners for various types of appliances along with other relining related topics. Russ Dimmitt Copperfield Chimney Supply, Fairfield, Iowa</p>	<p>Comfort Zone Selling (Part 2 of 3) Dave Pomeroy Dave Pomeroy Signature Training, Chandler, Arizona</p>	<p>CPR (Part 1 of 2) American Red Cross</p>
Break			
2:30 – 4:00	<p>Relining (Part 2 of 2) Russ Dimmitt Copperfield Chimney Supply, Fairfield, Iowa</p>	<p>Comfort Zone Selling (Part 3 of 3) Dave Pomeroy Dave Pomeroy Signature Training, Chandler, Arizona</p>	<p>CPR (Part 2 of 2) American Red Cross</p>

4:15 p.m.– Board of Directors Meeting for appointment of Chairmen and Election of Officers. Schedule year of meetings and other agenda items as allowed by law.
6:15 p.m.



NCHPBA Annual Meeting and Conference Registration Form



May 18-20, 2008

Complete and return with fees (check, cash or credit cards welcome).

Golf: \$55/person including cart
Dinner Cruise No fee but advance reservations required
Monday/Tuesday Member Fee
 \$149 for both days of training/2 breakfasts/
 2 lunches and one dinner.
 Does NOT include NFI Review/Exam
Non-Member Fee
 \$199
Monday Dinner \$24.95 guest (not program registrant).

NFI Review/Exams Review and Exam only. Does not include program and amenities listed elsewhere. Breakfast and lunch provided in room.

Member Fee
 Manual/Review/Exam \$389
 Review/Exam \$289
Non-Member Fee
 Manual/Review/Exam \$539
 Review/Exam \$430

Company Name _____

Address _____

City/State/Zip _____

Phone (____) _____ Email _____

Program or NFI Registrant Name _____

Copy form for additional registrants or call office for phone registration.

Pre registration needed for all options listed below. Some courses are space limited and will be first come first serve.

Check Box Needs

- Sunday Golf Sunday Dinner Cruise Monday Breakfast Monday Lunch
 Monday Dinner Tuesday Breakfast Tuesday Lunch

_____ # Sunday Golf @ \$55/each = \$ _____

_____ # Sunday Dinner Cruise = \$ _____

_____ # Program Fees—Member @ \$149/person = \$ _____
 Nonmember @ \$199/person

_____ # Dinner Guest Fees @ \$24.95 = \$ _____

_____ # NFI @ \$389 or \$289 (member) = \$ _____
 ___ Wood ___ Gas ___ Pellet

_____ # NFI @ \$539 or \$430 (non-member) = \$ _____
 ___ Wood ___ Gas ___ Pellet

TOTAL = \$ _____

Check enclosed.

Credit Card (MasterCard or Visa only)

Exp Date ____ / ____ V-Code (3 digit back of card) _____

Cardholder Name _____

Cardholder Address _____

Cardholder City/State/Zip _____

Cardholder Phone _____

Email for receipt _____

Please select only one course in each row across. See schedule for details.

Monday, May 19

HearthCheck (Part 1 of 2) Time Management (Part 1 of 2) Communications Skills Workshop (Part 1 of 3)

HearthCheck (Part 2 of 2) Time Management (Part 2 of 2) Communications Skills Workshop (Part 2 of 3)

Why My Wood Isn't Burning

Woodburning Inserts into Zero Clearance Fireplaces: the Issues Profitable Service (Part 1 of 2) Communications Skills Workshop (Part 3 of 3)

Selling Woodstoves in Today's Market Profitable Service (Part 2 of 2) Software Systems for Retailers

Tuesday, May 20

Managing the Details to Improve Sales Software Systems for Retailers Workplace Violence

Telephone Etiquette Comfort Zone Selling (Part 1 of 3) Slips, Trips and Falls

Relining (Part 1 of 2) Comfort Zone Selling (Part 2 of 3) CPR (Part 1 of 2)

Relining (Part 2 of 2) Comfort Zone Selling (Part 3 of 3) CPR (Part 2 of 2)

Refunds available through May 9, 2008. Transfers allowed with notice to office. Content is that of the instructor and may not be the views or opinions of NCHPBA or HPBA. If program is canceled for any unforeseen reason—it will be rescheduled and all fees will apply.



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