



**Barb Jackson  
Invites you to:**

**Increase Profit  
Margins!**

**Create new profit  
centers**

**Expand & improve  
your contents  
processing division**

**Streamline contents-  
handling systems and  
processes**

**Improve productivity  
with consistent results**

**Virtually eliminate  
losses and liabilities**

**Process claims faster!**

**Spanish Training is  
being taught by  
Cheri Gomez and  
Barb Jackson.**

**Cheri has been  
personally trained  
and invited by Barb  
to present this  
Contents  
Processing**



**Total Contentz & RestoTechDKI  
are proud to announce:**

## **SPANISH**

### **2-Day ENTRY LEVEL Contents Processing & Pack Out Workshop**

*Talk to a man in a language he understands,  
that goes to his head.*

*Talk to him in his language, that goes to his heart.*  
- Nelson Mandela

**Spanish-speaking supervisors,  
crew leaders and technicians are an  
ever-growing, integral and vital part  
of restoration teams.**

**Competent and trained personnel improve the  
employee and customer experience along with  
providing a competitive edge.**

**Front line employees who learn how to properly  
pack and process contents in their native language  
improve their teamwork skills, the level of expertise,  
customer service and YOUR overall bottom line.**

**Providing training in your employee's language  
allows them to better implement company  
procedures. This contributes to confidence in their  
own abilities to do the job right.**

**Employees who feel respected and valued contribute  
to the success of the individual job and to the overall  
success of your company!**

**Spanish training is another  
Total Contentz resource to assist your  
company to render superb,  
knowledgeable service and**

Workshop.

become the GO-TO Contents Processing  
Company in your market!



**January 20-21, 2011**  
**Thursday - Friday**  
**2-Day Spanish Workshop**

**Registration & Breakfast:**  
**7:30 AM Daily**

**Workshop Hours:**  
**8:00 AM - 4:30 PM**

**Location:**



**Restotech DKI**  
**23062 La Cadena Drive**  
**Laguna Hills, CA 92653**

Classroom and hands-on training will be held in  
DKI Restotech's newly built, fully functional, state-of-the-art contents  
processing facility designed by



Classroom and live on-site training in a real, working, *money making* facility!  
Pack-out techniques that virtually eliminate breakage and increase your  
bottom line!

Storage techniques that protect everything from tiny figurines to large pieces  
of furniture.

Packing and cleaning methods that go from which  
kinds of packing supplies to use, when and how to pre-clean,  
and how to determine Total Loss items.

### **REGISTRATION FEE:**

- \$299.00 USD per person (early registration by December 31, 2010)
- \$349.00 USD per person this event only!
  
- **\$399.00 USD Regular Price**

### **Register Here for Spanish Contents Training!**

#### **MEALS INCLUDED EACH DAY:**

- *Continental breakfast*
- *Refreshments*
- *Lunch*

#### **YOU WILL RECEIVE:**

- **SPANISH Course Materials**
- **2 IICRC CE Credits -Bring your #**
  
- Approved for RIA continuing education credit by the Restoration Industry Association. Qualified attendees receive 1.5 CECs.



### **This Contents Processing & Pack Out Workshop Teaches:**

**How to Improve Your Contents Processing Capabilities**

**The Four Factors of a successful contents division:**

***Facility***  
***Personnel***  
***Equipment and Supplies***  
***Systems***

#### **Topics Include:**

**Orientation for the New Restoration Cleaning Technician**  
**Basics of Smoke Damage**  
**Job Site Prep**  
**Structural Cleaning Basics**  
**Processing and Handling Contents**  
**Professional Pack Outs**  
**Drying, Cleaning and Deodorizing Books and Documents**

**.....and more!**

## **TRAVEL INFORMATION**

### **Airports**

#### **John Wayne Airport (SNA)**

18601 Airport Way  
Santa Ana, CA 92707  
Approx 11 miles from Restotech

#### **Ontario Airport (ONT)**

40 miles from Restotech

#### **Los Angeles International (LAX)**

46 miles from Restotech

### **Transportation From Airport**

Super Shuttle from LAX [www.supershuttle.com](http://www.supershuttle.com)  
Shuttle Fare.com from Burbank [www.shuttlefare.com](http://www.shuttlefare.com)

### **Hotels**

#### **Marriot Courtyard Laguna Hills**

**23175 Avenida de la Carlota  
Laguna Hills, CA 92653  
949-859-5500**

#### **Comfort Inn Laguna Hills**

**23061 Avenida de la Carlota  
Laguna Hills, CA 92653  
Phone: 949-859-0166**

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