



**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
Shuttle Fare.com from Burbank 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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