

National HVACR Educators and Trainers Conference

Training in the Multifamily Environment



**Presented by Paul Rhodes
Lead Trainer for HD Supply**

Training Apartment maintenance technicians is generally accepted to be different than in a scholastic environment. Language, differing skill and experience levels of attendees, culture and even the learning environment itself must be overcome before successful technical training for these students can occur.

In this session, Paul Rhodes (Supervisor/Lead Instructor; Customer Training) will share experience gained providing training for many of the top Apartment Management Companies across the country.

This class would be open to all who would like to attend, not just Apartment professionals

What attendees will gain from attending:

- Importance of Management “buy in”
- Skills not commonly taught to the Apartment industry
- Challenges faced by many Apartment technicians
- Successes and pitfalls of differing training Techniques

- Discussion on trends affecting training for the Apartment Industry...

Bio:

Paul Rhodes has been melding customer service and problem solving his entire career. His history includes teaching First Aid and CPR for the Red Cross, and training Store managers for a small bookstore chain. Paul has spent the past 16 years working in the apartment industry in positions ranging from Pool Remodeling Technician to Maintenance Supervisor. For the past 6 years he has been teaching for HD Supply where he is a frequently requested speaker for events all over the country. His background in all aspects of Apartment Maintenance and Management has allowed him to speak for the National Apartment Association, HVAC Excellence, National Hotel Engineers Association and National Affordable Housing Chapters as well as many Management companies within the Multifamily and Hotel industries. He is also a contributor/author to articles for Units Magazine and other Maintenance Publications.

Paul is the Supervisor/Lead Customer Training Instructor for HD Supply and holds certifications in: NSPF® CPO Instructor, EPA Universal, and R-410A. He is still active with and was Chairman for the HVAC Excellence Advisory Board. He served as an SME for the National Apartment Association Certificate for Apartment Maintenance Technician (CAMT) curriculum rewrite where he co-authored the new HVAC Module.