



## 2019 Fall FSR Orientation Announcement



The Field Service Representative is a complex role requiring incredible technical acumen to support field product issues, understanding of internal processes and resources, and discernment of fiduciary and legal responsibilities of the position.

To best prepare new Field Service Representatives in the execution of the role, the Technical Support team is proud to offer a revamped Orientation schedule for the Fall of 2019 and beyond.

FSR Orientation is now offered as a two session curriculum.

- Week One is focused, primarily, on the responsibilities associated with role, the resources available, internal processes, and support expectations, including Legal and Consumer Relations overviews.
- Week Two has been added to provide new FSR's with product familiarity including operational characteristics, troubleshooting paths, and field data collection.

The two, week-long, sessions are separated by approximately one month for participants to absorb the learning objectives, actively apply the insights gained, and strengthen the contributions of the role..

Course descriptions, registration for the events, and hotel accommodation details are included herein.

On behalf of the Technical Support Team, we look forward to seeing you this fall!

Any questions can be directed to Patric Allen, FSR Development Manager  
(704) 519-8648 or [patric.allen@irco.com](mailto:patric.allen@irco.com)

Patric Allen  
FSR Development Manager



## 2019 FSR Fall Orientation



Please join us for an FSR Orientation/Training class for new FSRs ONLY.  
There are a limited number of seats (15) available for these sessions.

### **Class Schedule:**

September 22-27, 2019

8am – 5pm (Monday – Thursday)

8am – 12pm (Friday)

October 20-25, 2019

8am – 5pm (Monday – Thursday)

8am – 12pm (Friday)

### **Training Location:**

Tyler Facility

6200 Troup Highway

Tyler, Texas 75707

### **Session 1 - Agenda Topics:**

FSR Mission, FSR Roles & Responsibilities, Legal, Consumer Relations, Concessions & Policies, System Ratings, Troubleshooting Paths, Warranty Management System, Warranty Performance, Nexia Diagnostics, and Comfort Controls Overview.  
A Factory Tour is also included in the Session One itinerary.

### **Session 2 - Agenda Topics:**

Product-focused training reviewing operational characteristics, troubleshooting procedures, and field measurements for Gas Furnaces, Air Handlers, Air Conditioners and Heat Pumps, LCU (ReliaTel), Variable Speed Outdoor, Zoning, and Ductless.

**Attire:** Business Casual. No 'open-toe' footwear.

**How to sign up?** Send an email to Patric Allen, [patric.allen@irco.com](mailto:patric.allen@irco.com) to reserve your spot.

### **Welcome Reception:**

Sunday, September 22<sup>nd</sup> @ Residence Inn 6pm to 8pm

Everyone is welcome to attend

### **Group Dinner Night:**

Wednesday, September 25th

7-9pm

### **Air Travel & Ground Transportation:**

Each attendee is responsible for making his/her own airline and hotel arrangements (see next page for hotel information). Attendees may rent a car; however, there will be a bus that will transport attendees to the Tyler Facility and back to the hotel each day for class. The Residence Inn does NOT have a shuttle service to transport attendees to and from the airport. You will need to call a taxi or rent a car.

**Residence Inn by Marriott Tyler**  
**350 West Heritage Drive**  
**Tyler, TX 75703**  
**(903) 787-5899**

**FSR Orientation - September Session**

Start Date: Sunday, September 22, 2019

End Date: Friday, September 27, 2019

Last Day to Book: Friday, September 6, 2019

Hotel Group Rate: \$101 USD per night

[Click to Book Group Rate](#)

**FSR Orientation - October Session**

Start Date: Sunday, October 20, 2019

End Date: Friday, October 25, 2019

Last Day to Book: Friday, October 11, 2019

Hotel Group Rate: \$101 USD per night

[Click to Book Group Rate](#)

