DAIKIN ELITE DEVELOPMENT PROGRAM

Member Spotlight

Comfort Matters Heating & Cooling Inc

MAPLE GROVE, MN

34	18	8M
EMPLOYEES	YEARS IN BUSINESS	ANNUAL REVENUE

Q & A

How has your overall experience been with the Daikin Elite Development Program powered by EGIA Contractor University?

We joined the program 5+ years ago and love the training as well as the forms and documents.

What elements of the Daikin Elite Development Program, powered by EGIA Contractor University, have you found most beneficial to your company?

The online videos for positions like dispatchers and lead coordinators are very useful. We don't typically send our call center team members to in-person training workshops so the online training that is available through the Daikin Elite Development program helps us continuously train our team.

We also use the online forms and docs so we don't have to create – just modify what is available to fit our company needs.

What have you been able to improve in your business as a result of the Daikin Elite Development Program powered by EGIA Contractor University?

We have improved the on-boarding process for new employees. Once they are hired, we use the website to provide the communication training and then we train them on our procedures.

How would you compare the Daikin Elite Development Program, powered by EGIA Contractor University, to other business training programs you have used/experienced in the past?

The Daikin Elite program is some of the best training out there. We can go to the website for training for every position in our company.

What type of financial impact would you say the Daikin Elite Development Program, powered by EGIA Contractor University, has had on your business?

We have grown in a very positive direction since becoming Daikin Elite members.

What would you tell other contractors who may be considering signing-up for the Daikin Elite Development Program powered by Contractor University?

Definitely do it, once you join and start using you won't find anything better.