

Painting and Decorating Contractors of America Portland Chapter



Chapter Meeting Tuesday, February 19 Communicating With Your Customer Listening, Learning and Customer Profiling

Guest Speaker: P. Griffith Lindell, C.B.C.

"Effective selling is thinking from the customer's perspective and then problem solving," according to Griffith (Griff) Lindell, our guest speaker for the February Chapter meeting. In his fast-paced presentation you will learn active listening skills, customer profiling techniques and how to communicate with people in ways that they prefer. Griff will also discuss the specifics of customer focused selling questions and how to gain the power of rapport with your prospects. Following the presentation, two Chapter members will share their customer profiling techniques. (Customer communication is a company commitment, so you may want to include your office staff and sales team at this meeting!)

Griff Lindell is a Certified Business Communicator specializing in executive level management and sales seminars and workshops to solve "bottom line" and "customer centric" business challenges. Griff owns his own business and is seminar presenter for SCORE. He has more than 25 years of business experience and has published the *"Pocket Guide to Customer-Centric Thinking," "Pocket Guide to Overcoming Your Impediments to Success"* and *"Pocket Guide to Behavioral Diversity in the Workplace: A New Perspective."*

A special thanks goes to the Portland Chapter of SCORE for co-sponsoring this presentation.

SCORE
Counselors to America's Small Business

www.scorepdx.org

Your RSVP form is on the back page!

Thank You To Our Associate Members!

Once again the annual Associate Night meeting was a huge success. More than 75 people attended this popular event. The Chapter owes special thanks to the Associate members for their time and generosity.

Remember, your Portland Chapter has available to you the resources of all the major paint brands, product suppliers to your trade, as well as insurance and legal resources. Support your Associate members. They always support you!

Paint Coverage

Portland Chapter Committees

Programs and Education:

Joel Hamberg:
Joel Hamberg Painting
Randy Heidebrecht:
Sundeleaf Painting
Chuck Eichacker:
Apogee Painting
Stan Wryn:
Western Accents Painting
Pat Dallaire:
August West

Membership:

Bill Huss:
ICI Paint
Sean Stringer:
Kelly Moore
Tom Skinner:
Sherwin Williams
Ryan Grassmann:
Miller Paint
Jeff Nicholson:
Miller Paint

Golf Tournament:

Keith Johns:
August West
Paul Schraeder:
Rodda Paint
Karen Hamberg:
Joel Hamberg Painting
Dan Kinion:
Rodda Paint
Kim Hasselbalch:
HCI Industrial & Marine

Holiday Party:

Keith Johns:
August West
Kayla Dallaire
August West
Meghan Siegner:
Siegner and Company
JoAnn Ferguson:
Benchmark Coatings

Charitable Partnerships:

Pat Dallaire:
August West
Stan Wryn:
Western Accents Painting

Welcome New Members!

Columbia Gorge Painting

Columbia Gorge Painting LLC

Address: P.O. Box 2197
White Salmon, WA 98672

Contact: Tom Wooding

Phone: 509-493-0099

Email: tomwooding@columbiagorge-painting.com

Website:

www.columbiagorgepainting.com

Services: Residential repaint and commercial painting.

Chapter Sponsor: Jim Delanty

CCB#148367

WAcdmmgP994KZ

Greenewable Resources

Greenewable Resources

Address: 7204 NE 55th St.
Vancouver, WA 98662

Contact: David Murray

Phone: 360-713-4248

Email: info@greenewableresources.com

Web site:

www.greenewableresources.com

Services:

Greenewable Resources is a locally owned painting and remodeling company serving the greater Vancouver/Portland area. The company is devoted to seeking the most environmentally sound practices and applying them to their professional services. The company promotes a healthy environment in which everyone can live, while educating the public on the affordability and benefits of eco-friendly building. Specializing in environmentally sound choices for painting projects. Interior painting and repair. Exterior painting and surface repair. Pressure washing. Deck restoration and maintenance.

Chapter Sponsor: National PDCA

CCB# 176460

WA-GREENRL935C7

MetroPaint

MetroPaint

Address: Swan Island
4825 N. Basin
Portland, OR

Contact: Jim Quinn

Phone: 503-234-3000

Email: quinnj@metro-dst-or-us

Website: www.metroregion.org

Services: MetroPaint sells recycled interior/exterior paint that is filtered to industry standards and tested for performance and environmental safety. Certified MetroPaint is approved by Green Seal and the Master Painters Institute and is available in most colors except white. Premium MetroPaint is available in white only. Certified and Premium MetroPaint include a 5-year limited warranty. Metro sells recycled latex paint in 5-gallon pails and 1-gallon cans.

Chapter Sponsor: Chapter office

Chapter Contact Information:

Shannon Olson
PDCA Portland Chapter
17675 SW Farmington Rd.
PMB #194
Aloha, OR 97007
503-236-7964 Fax: 503-591-8426
Email: info@oregonpdca.org
Web site: www.oregonpdca.org

Got A Problem? Call A Mentor.

When you hit a business roadblock or are operating in unfamiliar territory, it's always nice to know there are people available to help you brainstorm ideas and sort out solutions. The Portland Chapter "Mentor Partnership Program" connects you with a designated Chapter member to be your mentor.

To participate in the program, either as a mentor, or as a mentored company, call the Chapter office. You will need to complete a brief questionnaire. If you would like, you can request a particular person to be your mentor. You and your mentor will then meet as needed or speak by phone.

It's nice to know you are not alone, Portland Chapter and its members are all your "partners in profit"!

PDCA Code of Ethics: Who We Are

Obligation to the Contractor

- To provide the services of the profession and industry to the fullest extent of our technological ability.
- To protect, preserve and decorate homes, edifices, facilities and all other public and private property with means and materials of the most progressive and efficient type.

Obligation to the Public:

- To conduct our individual operations according to the highest professional and industry standards.
- To faithfully fulfill all contracts.
- To develop through continual study the highest degree of business and technical knowledge in our profession and industry.
- To conduct one's self in a professional manner at all times.
- To adhere to federal, state and local laws and administrative regulations regarding the use and disposal of paints and supplies.

Obligation to Our Fellow Members:

- To encourage the free exchange of ideas.
- To meet with fellow members and promote all the precepts of this Code.
- To present a broad and favorable image of our profession and industry across our Nation.
- To promote equal treatment of all painting contractor members.
- To oppose any discriminatory practices against any of our units or members.
- To not disseminate misinformation or derogatory information concerning any member or organization.

Obligation to Our Employees:

- To provide opportunities for training, employment, career advancement and economic security in a progressive manner to all those who would apply themselves.
- Provide a safe working environment by establishing good safety practices in compliance with federal, state and local laws and administrative regulations.

Obligation to the Organization:

- To promote the spirit of this Code and the objectives of our profession and industry through creation of Councils and Chapters.
- To establish and maintain the highest level of reciprocal respect and goodwill with all segments of the industry.

Upcoming Events

March 18:
Chapter Meeting
YOLO Colorhouse
Learn the latest in color trends, forecasts and color theory.

Join us for a special event at the YOLO Colorhouse at 1001 SE Water Ave. Company co-founders, Virginia Young and Janie Lowe will host our presentation on color trends and new, environmentally responsible products. Advance reservations required.

Future Meeting Dates:
Mark Your Calendars
April 22
May 20
June 17

Chapter Officers

President: Jennifer Morrison
 Benchmark Coatings 503-723-6107
jennifer@benchmarkcoatings.com

Vice President: Meghan Siegner
 Siegner and Company 503-735-3001
msiegner@siegner.com

Secretary-Treasurer: Justin Shepard
 Shepard Painting 503-740-3600
jshepard@shepardpainting.com

Associate Vice President: Bill Huss
 ICI Paint 503-282-3213
bill_huss@comcast.net

Executive Advisor: Bob Puzas
 Rainbow Painting 503-230-1997
bob@rainbowpainting-co.com

Immediate Past President: Joel Hamberg
 Joel Hamberg Painting 503-284-3167
joelhambergpainting@juno.com

Portland Chapter Meeting Feb. 19 • Please RSVP by Monday, Feb. 18

Ph: 503-236-7964 • Fax: 503-591-8426 • Email: info@oregonpdca.org

Time: 5:30-6:00 registration and social. 6:00 Buffet dinner, Chapter meeting and program.

Cost: Dinner \$27 per person for members with advance RSVP. \$37 at the door without RSVP, and \$37 for non-members.

Menu: Bourbon Glazed Ham, Chicken Teriyaki, Salads, Potatoes and assorted cakes.

Where: Holiday Inn, Convention Center, 1441 N.E. Second Ave. (Off Weidler)

Please R.S.V.P. to the Chapter office by Monday, Feb. 18: fax: 503-591-8426 or email: info@oregonpdca.org

Cost: \$27 members with R.S.V.P \$37 without RSVP and \$37 non-members

Yes, I'm coming

No, I'm not coming

Name: _____

Company: _____

Total Number Attending: _____ Phone: _____ Email: _____

To charge your credit card, FAX this form to: (503) 591-8426. You will be billed upon RSVP.

Credit Card Payment: Circle one: Visa Mastercard American Express

Card # _____ Expiration Date: _____ Total to be billed: _____

Your Signature: _____

Billing address where credit card statements are sent: _____



PDCA-Portland Chapter
17675 SW Farmington Rd.
PMB #194
Aloha, OR 97007

Tuesday, Feb. 19
"Communicating With
Your Customer:
Listening, Learning and
Customer Profiling"

Guests welcome! Come and
learn what PDCA can do for you!