



After-sales service and NHBC warranty and insurance

Training course. The facts.

One day

Suitable for Customer Care or Customer Service team members, Sales, Contract Managers or Project Managers.

The purpose of the training is to give delegates a good understanding of the Buildmark warranty from NHBC and the builders' responsibilities in the first two years.

Ideal for

Any individuals who have contact with the occupier where an NHBC warranty is in place.

Prior knowledge requirements

Delegates will need a basic familiarity with an NHBC warranty.



Course outline

- Develop understanding of the Buildmark Warranty to enable delegates to provide strong after sale service to warranty holders.
- Identify the sections that form the Buildmark Warranty.
- Classify scenarios that may form a valid resolution or valid claim under the Buildmark Warranty.





Content:

- What NHBC Buildmark is.
- A workshop on customer care after occupation in relation to Buildmark.
- Customer Satisfaction (HBF) Survey results.
- A review of the Buildmark Policy with an in-depth look at the builders' responsibilities in the first two years.
- A review of the warranty cover provided from year three onwards.
- How NHBC Standards are used in relation to Buildmark.

Timing

09:00 to 16:30 with two 15-minute refreshment breaks and 45 minutes for lunch.

Training room requirements if you are hosting the course

The best room layout for this course is a U shape set-up of tables and chairs with plenty of room available for delegates to spread out forms and other documents related to the course.

AV equipment if you are hosting the course

Our trainer will provide their own projector but will need a screen or plain white wall as well as a flipchart and pens.



Get in touch to see how we can help you or your business

✉ training@nhbc.co.uk or visit nhbc.co.uk/training