



**WHO SHOULD TAKE THIS COURSE? THOSE PURSUING A CAREER IN  
FLOORCOVERING INSTALLATION**

**INTRODUCTION TO BASIC FLOOR COVERING INSTALLATION AND  
MANAGING THE CUSTOMER SERVICE EXPECTATIONS**

**18 HOURS WITH MASTER C.F.I. INSTRUCTOR**

**12 HOURS MANAGING THE CUSTOMER SERVICE PROCESS WITH THE CUSTOMER  
RELATIONS SPECIALIST.**

- **Course Objectives:** What should students know and be able to do by the end of the course?
  - How carpet is manufactured, and its relationship to the installation process.
  - Introduction and advances in tools and equipment for the installation process.
  - Learning how to prepare the floors for the installer, seam layout and layout carpet, cutting tools, floor prep and strip and pad, and how to handle different backings.
  - Understanding different types of flooring materials, padding, underlayment, and how flooring is constructed.
  - Knowing the environmental and sustainability impact of flooring choices.
  - Introduction of advanced technical tools, laser measure, moisture meter, hygrometer, seaming irons and seaming tapes, power stretcher, knee kicker, “porky pine, edge trimmer, pry-bar, hot glue gun, and more.
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- **Learning Materials:**
  - Customer service book, Red Hot Customer Service.
  - Floor Covering Basics Manual.
  - Hands-on training.
  - Video demonstrations.
- **Assessment Methods:**
  - Hands-on project demonstrations.
  - Student self-assessment of course.
  - Instructor feedback.

- Peer evaluation.
- Showcasing work and student contest.
- Safety precautions.

- **Certificate**

- For students successfully completing the course.

- **Documentation:** Keep records of course materials, student work, and assessments for future reference and to demonstrate the course's effectiveness.

- **Feedback and Evaluation from students to improve.**

- Additionally, evaluate the course's success in meeting its objectives.
- Continuously gather feedback from students to improve the course.

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