



PANORAMA\_PRO

# Home Renovation Contractor Course

## Introduction

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## *Home Renovation Contractor Course*

# **introduction**

*Home Renovation Contractor Course / Routines teaches complete beginners how to start and profitably manage a home renovation business.*

*Home Renovation Contractor Course / Routines gives an edge to professionals in home renovation business.*

Dear Student,

Welcome to our Home Renovation Contractor Course, designed to teach complete beginners how to start and profitably manage a home renovation business.

Starting a career as a home renovation contractor is an excellent choice, and we wish you a quick and successful start in this business.

It's important to fully understand the content of Home Renovation Contractor Course.

*\*we recommend reviewing the material more than once for comprehensive learning*

All you need to succeed in this field is your determination.  
We provide here everything else you require.

We extend a warm welcome to female students as well.  
Please bear with us as we refer to the renovation contractor as "he" for simplicity.

***In your journey to become a professional, maintaining a positive attitude and enthusiasm is essential. Thinking ahead, doing your evening homework, and preparing for the next day are crucial habits. Remember - the day is not really won when it's happening, but the night before when you are preparing for tomorrow.***

Success in the home renovation business means taking old, ugly, dirty, damaged places... and transforming them into new, beautiful, clean and amazing.  
From the first day you meet your new client and discuss their needs, you start "seeing" in your mind the complete vision. You see the completed project, the place looking so much better. Exactly as the client would imagine it during planning process.

*You need to cultivate and develop this habit - imagining old places transformed into new. This ability will always help you. In every stressful situation, whenever you need - you can always reassure the client that you still "see" the completed project, no matter what. You see everything completed with no renovation materials, tools or rubbish left. A new place already with furniture, lights on, cushions, pictures on the walls - the whole package - home ready for living.*



This vision is sometimes truly needed during some difficult projects. Where only those who "see" the job fully completed know where things are going. This brings back the energy and patience to calmly get everything done.

*Besides financial gains, renovating people's homes brings pleasure and satisfaction.*

## **World's home renovation market :**

In every country, many skilled renovation workers are available and seeking or waiting for new job opportunities.

There are countless homeowners dissatisfied with renovators and builders generally, eagerly awaiting a reliable renovation contractor.

*Renovation works and minor building works often receive mixed reviews.*

These tasks are often handled by manual workers who learned their trade many years ago. With 20 or more years of experience, they are able to execute many various jobs. While their manual skills might be really good, their behavior can create problems on the job site.

Renovation work inherently produces dust, rubble, dirt and noise. But some workers fail to differentiate between job-related mess and unnecessary clutter that they bring themselves. Issues like a messy workspace, loud radios, smoking, food scraps, rubbish, coffee stains, and more can be frustrating for clients.

*These problems are felt painfully by most clients, even if they keep silent.*

But for such a worker "no problem exists". He will focus mostly on the job itself, and won't think much about client's comfort during the works.

He will simply think : "If the client wants comfort, why are they starting renovation works?"

This attitude shows lack of respect for client's home.

*These are the reasons why clients do not like to deal with such workers.  
They have to, if no alternative worker is around.*

**But clients definitely prefer to deal with renovators who respect clients' homes and comfort.**

## **How is a renovation contractor making money ?**

A contractor provides an estimate for renovation works. He offers to organize, provide worker(s), supply materials, and manage the job on the client's behalf. The client and contractor agree on a price.

***From the client's perspective, this price often includes "everything" - materials, workers and management until project completion.***

***From contractor's perspective, client's payment will cover materials, labour (workers) and the contractor's profit. \*after taxes***

## **What does a renovation contractor do ?**

Contractor has contacts with various renovation workers in the area.

Contractor places ads about his renovation services.

Potential clients call or e-mail with job requests to evaluate.

Contractor meets new clients and see all jobs by himself before offering a price.

If the client accepts contractor's offer, they decide about dates to start the works.

Contractor books the same dates with skilled worker(s) needed for the project.

Project starts, contractor supplies materials.

Workers carry out expected works as per instructions.

During the project, the contractor manages agreed sums of money and other aspects of the project. \*materials, tools, workers' pay, rubbish clearance, others...

Once the project is completed and costs are settled, the contractor is left with his profit. \*tax

Apart the above, the contractor continues to meet new clients.

He is building several options of various jobs possible in near future.

*Which job will bring best profit?*

*Which job is right for me and my worker(s)?*

*Which job should I not get involved into ?*

***If two jobs overlap in time, contractor will try to run them both - if only he "has" another suitable worker available.***

## **Home Renovation Contractor Course introduces renovation business from 2 perspectives :**

1. Managing one project at a time with full focus on details. Very tight control. Single income.
2. Managing several projects at a time with full focus on details. Organized into a daily program. Multiple incomes.

*The rewards in home renovation contractor profession include the excitement of engaging with several financially interesting clients at the same time, while consulting with skilled workers from your contacts and coordinating these projects. And being at a new client's home for the first time - you "move walls and replace bathrooms" in your discussions with them.*

*Having skilled workers ready for renovation jobs gives you a great feeling - you are able to say : "remove that wall, rebuild differently..." and soon these things happen!*

*Even without a car, an organized contractor can efficiently coordinate deliveries of all needed materials, supplies, and tools. But a car definitely helps. Renovation business with a car is more economical and rewarding in long run.*

## **Home Renovation Contractor Course / Routines has 4 modules :**

**Q1 Birth of Management** \* different levels across home renovation industry

**Q2 Daily Routine** \*complex work and multiple incomes handled with simplicity

**Q3 Business Structure** \*foundations of a perfect home renovation business

**Q4 Start / routines** \*preparation to *trade* now



## **Q1 Birth of Management**

*From a low-level worker to a high-level renovation manager.*

*Specific problems at different levels.*

*Improving the business, reputation, simplicity and profits.*

Explore the transformation from a novice worker (or a poor-quality worker) to a skilled renovation manager.

Navigate through the distinct challenges at each level of your career. Elevate your business, build a solid reputation, and streamline your processes for success.

## **Q2 Daily Routine**

*Managing 3 renovation projects at once with a microscope.*

*Daily run of the business zoomed in and out.*

*Superior financial income via complexity and daily routines.*

*Efficiency and simplicity.*

Master the art of juggling multiple renovation projects effortlessly. Gain an insider's perspective on the daily operations of a thriving business, focusing on both micro and macro management. Learn to turn complexity into financial success while streamlining your daily routine for maximum efficiency and simplicity.

## **Q3 Renovation Business Structure**

*Full information on home renovation business.*

*Legal, safety, financial, clients, workers, offers, agreements and other essentials.*

*Organization of a perfect home renovation business.*

Acquire comprehensive knowledge of the home renovation business, covering essential topics such as legal compliance, safety measures, financial management, client relations, worker coordination, and successful contracting. Discover the keys to structuring and organizing your own profitable renovation business.

## **Q4 Start home renovation business**

*Start presents final highly professional trade routines and techniques.*

*Introduces a wide range of specific renovation jobs, tools and materials.*

*Discloses essential skills, practices and approaches to succeed from the start.*

Embark on your journey to starting a lucrative home renovation business. Explore the essential trade routines, advanced techniques, and insider strategies used by professionals. Get hands-on experience with a wide range of renovation jobs, tools, and materials, while honing the skills and approaches that guarantee your success.



Once their order has been processed, students receive Folder HRCC 1 within 48 hours.

*\*with : Introduction, Q1, Q2*

Folder HRCC 1's content must be studied for about **18** days, until full understanding.

**Assignments 1,2,3** must be completed.

Within 18 days from receiving Folder HRCC 1, students receive Folder HRCC 2

*\*with : Q3, Q4 folder (jobs, tools, materials, safety wear, Start routines), confidence, memo*

Folder HRCC 2's content must be studied for about **30** days, until full understanding.

**Assignments 4,5,6,7,8,9,10** must be completed.

***We recommend studying once again all four Q modules for another 2 weeks.***

*The whole HRCC learning cycle should last around 50-60 days.*

*\*allowing averagely 2 hours per day for studying*

***memo repeats most important rules in renovation business and assignments.***

*memo should be studied constantly even when you are trading.*

*These rules do not have to be learned by heart.*

*But these rules will have an effect on contractor's renovation business.*

*They have to be visible at all time.*

**Completing modules Q1-4 makes students ready for trading.**



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# Home Renovation Contractor Course

Q1



## Birth Of Management

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## *Home Renovation Contractor Course*

# Q 1

# Birth of Management

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Q1 teaches the right attitude for clients, workers, and yourself. It helps you become a home renovation contractor like Victor, who earns a lot and impresses clients with top-notch project management.

## **Different levels across the home renovation industry :**

Q1 shows different levels of professionalism and ethics in home renovation business.  
Different levels of complexities and profits.

### ***Simplifying, we can identify different levels of home renovators :***

**A - Victor**, highly organized contractor. He is able to manage smoothly several projects at the same time. He does not perform manual work himself. Victor earns money the most effortlessly.

**B** - A contractor who manages one project at a time. He does not perform manual work himself.

**C** - Skilled worker himself, very good. He negotiates, brings materials and performs the work himself or with his labourer. Full client's satisfaction.

**D** - Worker himself, good manual skills but creates problems around him. Affecting his work environment, not perfect. He doesn't always respect the client's home. Still, his work may be good.

**E** - Worker who may appear professional and nice, but the quality of his work is not good enough. Cowboys. Often take on any job without ability to complete it properly. These workers may cut corners or skip stages of work, trying to make it look like they didn't.

**F** - And lower... - workers who don't behave professionally, They may focus on client's belongings or damage client's property...

*Somewhere in the middle of that ladder, you'll find your first worker waiting for you. He may not be perfect, but with your guidance, he can do good work and improve over time. Your business relies on his skills and hands, so it's crucial to treat him with respect and pay him as agreed. If not more. When you lack knowledge about certain tasks, your experienced worker will provide valuable advice.*

***The manual worker forms the foundation of a renovation business.***

*Meet Charlie, 45 years old.*



Charlie lives in a big town and does simple renovation work for a living.

Charlie is a typical renovator-decorator type of guy. He has been in the trade for many years and takes pride in his work.

Not too tall, strong posture, years of manual work visible on his hands and face. He often smiles, especially when he needs a client to agree a new deal. But when trapped into taking his responsibility too seriously, Charlie gets angry and argues.

He plays the nice guy, but he is a little dishonest sometimes.

Whenever feels that he's not being watched, he would stop working, sit down and relax. He might look at his phone or have another coffee. Sometimes, he even skips some stages of work, taking it easy.

*"The client is not onsite (at least not all the time).  
Some work can be skipped, but the final result won't show it, so why waste my energy?"*

In Charlie's mind, the time he "saves" is his reward for being "smart".

Apart from his skills Charlie brings smoke, dust, loud music, loud phone conversations and requests for tips for his "*beautiful work*" to the job site.  
Sometimes he comes late without notifying, and occasionally tries to offer his services to neighbours in a pushy way.

He will try to leave rubbish resulting from his work onsite.  
When asked to remove the rubbish as per initial agreement, he will remove it.  
But for Charlie, removing might mean dropping rubbish bags just wherever easiest for him.  
Maybe on client's dearest roses in the front garden.

Charlie's work is okay, sometimes even really good.  
But he has a low level of respect for the client's person and home.  
And he tends to prioritize honesty only when he has to.

***His work is certainly tiring. And requires patience. He deserves respect for that.***

But saving time by cutting corners is not good for business.  
Delivering less than the client expected is bad business.  
This damages the quality of Charlie's service.  
This damages the financial value of his renovation service.

***Renovation workers at this or similar level typically :***

cannot imagine themselves making more money  
their only idea for more money is to work longer hours  
only think about current job and the very next  
dislike doing anything for free  
sometime save time or energy by cutting corners or skipping stages in their projects  
receive mainly simple jobs with smaller potential budgets  
client feels that such worker cannot handle sharp details reliably  
for simpler jobs, they can appear as "the right man for that job" - especially until agreement  
once works begin, small problems start accumulating and build the client's dissatisfaction

Charlie usually finds new jobs by placing an ad in a local newspaper.  
Experienced renovator and decorator will assist with any work around your house!!!  
Call now : 07844\*\*\*\*\*  
Charlie S.

## Henderson

Yesterday, Charlie received a call from Henderson, who needed some work done to the front of his house.

Charlie went to meet him and discussed the work that was needed.

Charlie understood and confirmed every one of Henderson's requests with - *"yes, yes of course"*  
But he didn't take any notes.

"Shall I send you an e-mail to recap the list of works ?" - asked Henderson.

*"No need, I will remember everything you said"* - Charlie reassured him.  
*"Thanks anyway"*

*(Charlie rarely uses e-mail)*

From Charlie's memory :



### *Front of the house renovation*

repairing rendered areas and other masonry,  
sanding,  
basic repairs to windows, windowsills, new silicones,  
painting windows and all rendered masonry areas,  
including around the front door,  
fixing 4 loose tiles in front yard

Charlie is thinking for a few minutes about his offer -

*"mm... this may take about 5-6 days work...  
materials needed : external fillers and silicones, paint,  
long ladder, tile adhesive..."*



At 8.30 pm Charlie texted Henderson : "*£750*"

Charlie only sends short texts. He doesn't bother with writing longer messages.  
*"He will understand"* - Charlie thinks.

Henderson phoned Charlie again for a longer chat to ensure that both of them understand the same terms. That £750 price covers all the works Henderson mentioned earlier.  
And Charlie will ensure that the site is left clean without any rubbish.  
They both agreed to these terms.

At this stage, Charlie seems like a serious, responsible and well-mannered worker.  
But his behaviour is partly fake. He needs this job so he is playing a role of a perfectly nice guy.

Henderson's project is very simple.

Refreshing the front of the house.  
Before painting, some repairs and preparations are necessary.  
Removing old sealants around the windows, clean from old dust, dirt, apply new sealants.  
Getting everything ready for new paint.  
Nicely repainting all white masonry bits and windows.  
Plus securing 4 loose tiles on the patio.

Charlie is thinking what he needs to supply :

rubbish bags  
new silicone sealants  
external fillers for masonry  
wood filler  
tile adhesive  
paint for masonry  
paint for wood  
long ladder  
dust sheets



[https://www.bcprofiles.co.uk/products/bond-it-pro-mate-glazing-silicone-eu3-white?variant=42087438352547&gclid=Cj0KCQjw-JyUBhCuARIsANUqO-LTmKKBaSPnYzun2t8ETv6F4jDpS2xolBIPabRCTAsjMdJaXhVxMC4aAuT6EALw\\_wcB](https://www.bcprofiles.co.uk/products/bond-it-pro-mate-glazing-silicone-eu3-white?variant=42087438352547&gclid=Cj0KCQjw-JyUBhCuARIsANUqO-LTmKKBaSPnYzun2t8ETv6F4jDpS2xolBIPabRCTAsjMdJaXhVxMC4aAuT6EALw_wcB)

<https://www.builderdepot.co.uk/toupret-touprelith-f-exterior-repair-filler-15kg>

<https://www.wickes.co.uk/Ronseal-High-Performance-Wood-Filler--White-275g/p/117940>

When Charlie offered to do this job for £750, he initially estimated it would take 5-6 days. However, once Henderson agreed, Charlie started thinking - "*maybe I can do it faster...*"

"*Can I?*"

"*£750 faster?*"

"*I think I can do it...*"

"*Yes I can do it!*"

Happy with this idea, Charlie is celebrating.

***But Henderson's job did not go well.***

Henderson expected Charlie to spread clean dust sheets wherever Charlie's work would create dirt.

"*Yes, yes of course*" - Charlie confirmed.

In his budget, he initially allowed for 3 dust sheets. But when shopping, Charlie decided to buy only one. The one without a plasticized layer to prevent paint from soaking through.

"*I can move it easily with me wherever I'm working. And they're all the same*".

Saving money feels good too.

Later on the job, Charlie used just one dust sheet. He moved it with him under the window. Then next to the front door. Then in the space between door and window... here, the dust sheet was too small to cover the entire patio. Charlie noticed that he had made a couple of paint splashes on the patio tiles.



*"It's nothing. I will clean it later, it will come off" .*

To go faster, Charlie removed the old sealants around the windows only in the areas where it was easy. In other areas sealant was more difficult to remove. Charlie didn't bother.

*"I will add new sealant on top of the old. Nobody will see once it's painted" - he thinks.  
"That will save time".*

Henderson saw Charlie through the window blinds.

*"Why didn't he bring more dust sheets?"*

*"He seems like a nice guy, but I'll check if everything is clean"...*

When Henderson inspected the completed job, he was not totally happy.

Windows generally looked acceptable, especially from a distance.

But upon closer inspection, 3 windows had a shoddy finish.

Ugly areas where old and dirty sealant still remained were noticeable.

*"I guess you can live with that?" - Charlie is trying to joke.*

*"I didn't want to insist and break the glass..."*

Henderson is not listening.

He is inspecting the patio... **"Shall I thank you for these paint marks too?"**

Charlie - *"I cleaned most of it, there is just a tiny shade left..."*

Henderson grew tired.

**"If you've finished all the other works, please go.**

**Despite these problems, I will still pay you the full £750.**

**Even if I probably shouldn't."**

Charlie is relieved. Standing on his ladder, he cheerfully says -

*"Thanks Henderson - I'm just finishing trimming over this window..."*

**WHATT ?? - Henderson screams - "You're cutting my vines ?!"**

**I said not to touch them. I told you !!"**

## **Ghost / Birth of Thinking.**

### **Rebecca**



*Charlie had an argument with a lady client Rebecca.*

While painting inside Rebecca's house, Charlie refused to paint the laundry room.

He argued that this room was not included in his price. Rebecca understood that it was. They had briefly discussed it only once, about 2 weeks ago. Rebecca remembered that she had mentioned "**all other areas too**"... and Charlie had been responding with "*yes, yes of course*" to everything. He didn't take any notes. He was eager to close the deal.

Today, Charlie claims that he had agreed to paint only the rooms she specifically entered with him one by one during Charlie's initial evaluation visit. He insists that the agreed job has been completed. He demands to be paid.

He was trying to explain all the reasons why it was fair that he....

Rebecca didn't listen. She dropped the cash and left. Charlie collected his cash from the ground. He was left in the middle of his sentence.



He sighed. Very embarrassing. He had his cash... but he didn't want the job to end like this. Rebecca was cool, Charlie liked her.

He was just unable to understand - "*why should I paint another room for free?*"

He must work another day and the payment is the same...

Charlie's income barely covers his modest living. He is scared of having even less.

Charlie felt confused. This time, he wasn't sure what to do.

{ { { } } }

Suddenly, *G h o s t* appears over Charlie's shoulder.

Charlie hears a whisper : "go to the lady and say sorry, offer to paint the laundry room and replace her broken door handle for free"

He rang the door bell and Rebecca opened the door.  
Charlie spoke a few calm words, explaining that his reputation meant more to him than his time.  
Explained that he wouldn't argue. And he would gladly paint the laundry room if Rebecca still wanted that.

And he would replace this faulty door handle, no charge.



Rebecca was surprised, but in a pleasant way.  
What she saw in front of her now was a decent man. Yes, she allowed him to paint the laundry room. And she still gave Charlie a good tip for fixing the door handle, even though he didn't request it.

At the end, Rebecca even asked Charlie to provide an estimate for building a shed in her garden.

## Francesco

### *replacing front door and side glazed panel*

fitting a new door frame with window next to the door  
hanging new front door (client supplies window and door)

fitting a multi lock (client supplies)

making good to walls

painting new door and frame

disposing of old door and frame



When discussing this job with Charlie, Francesco wanted to order a door and a window from one supplier. However, Charlie heard another *w h i s p e r* and said :

*"Look Francesco, if you order just the door, you'll spend much less. I can build a frame for the side window and install a glazed panel myself. It will only take a single day."*

"Brilliant. I saved £100, thanks Charlie" - Francesco said with a smile.



Francesco received a phone call and went inside the house.



<https://www.doorsuperstore.co.uk/product/external-hardwood-carolina-clear-single-gla-ed-de-door.html>

Charlie stays outside contemplating his price for this job....  
He allowed 3 days for the main job + 1 additional day for constructing the window frame.

He wanted to set his price at £400, but *G h o s t* stopped him.

*"are you wearing clean fresh socks as I whispered yesterday?"*  
*"go inside the house, leave shoes at the front door, and find Francesco. Tell him you will include painting the timber supports too, all included for £650"*

*"WHAT ?!!" - Charlie reacted. "£650 for this little job? Francesco will never agree... I was thinking about £400, maybe £450"*

*G h o s t - "it's not a little job. It is a serious and important JOB. The best you've ever done, you hear me?"*

\* \* \*

*"Mamma mia" - Charlie is walking down the street after leaving Francesco's house.*  
*"He agreed to £650 !!!"*

*G h o s t - "go back and ask for £50 more. Rubbish needs to be carried around the corner, there is no parking bay in front of Francesco's house and the traffic is too busy to load here..."*

Charlie is excited, he agreed to a better price than he had initially thought of.

This time, he decides not to cut any corners.  
He wants to be more generous with his time and supplies.  
*"And this strange whisper suggesting me ideas... cool."*

Charlie is happy, he genuinely wants to improve.  
*"This time, I'm buying enough dust sheets... Francesco deserves that."*

*Dust sheets and something more.*

*Dust sheets, dust sheets..... dust sheets - what else?"*

- Charlie pondered, unsure of what else he could do to improve further...

<https://www.travisperkins.co.uk/dust-sheets/4trade-dust-sheet-cotton-twill-3600mm-x-2700mm/p/902371>

Whisper :

*"buy a top-price brush and dustpan to display on the job like an artistic masterpiece. You will enjoy sweeping every crumb. Francesco will sing joyfully"*



*"Yes, yes of course" - Charlie sighed - "good thinking"*

During **Francesco's** job, *G h o s t* got creative.

He continued to whisper small tips to Charlie's ear.

But there was something more.

Ghost began to think further.

*"If you'd looked at the details of this "little job", you would see that Francesco ordered a multi-lock from one shop and his new front door from another. The multi-lock needs routing the door edge for a metal bar to fit flush inside. You must check if specifications of the new door allow that"*.

*“But it’s on Francesco’s side. He supplies the door and the lock as agreed. Isn’t it his problem?”*



*“Maybe it is. But Francesco is not a professional home renovator. He is more vulnerable to such mistakes. It would be elegant to help him avoid one, even if he does not know directly about it. It is your professional responsibility Charlie. So check the specifications if the door allows for trimming”.*

*“How can you think about all this? It’s brilliant. You are not a Ghost, you are a manager”*

*“M a n a g e r... I like that. I already have some new ideas...”*

Hi Francesco, I checked your door for compatibility with multilock. It’s fine, but better be on safe side.  
Charlie 😊

**Francesco’s** job went well.

Charlie delivered a good service. Slightly better than usual. He checked about the door and the lock. The door was ok.

Charlie's attitude has changed. He felt busy but relaxed. Manager (former *G h o s t*) turned the radio off. And in silence, Charlie found that he could focus better on each task. He still made some mistakes. But he started becoming more adept at recognizing and correcting them.

Great thanks for thinking about it. F

## Benedict

Charlie's manners and ethics started improving since Manager (former *G h o s t*) arrived in his life.

This time, Charlie remembered to read the description of the works before his evaluation visit at Benedict's. And to prepare important specific questions. Write down Benedict's answers and take notes.

Manager told Charlie to take pictures too, perhaps even a video on his phone. Full record of what Benedict requires.

Manager :

"Notes and pictures will help you keep track of all the details related to this job. It will give you a deeper understanding of this project, and you'll have a record of essential information.

This time, you will write down all the discussed and agreed-upon items, and then email them to Benedict.

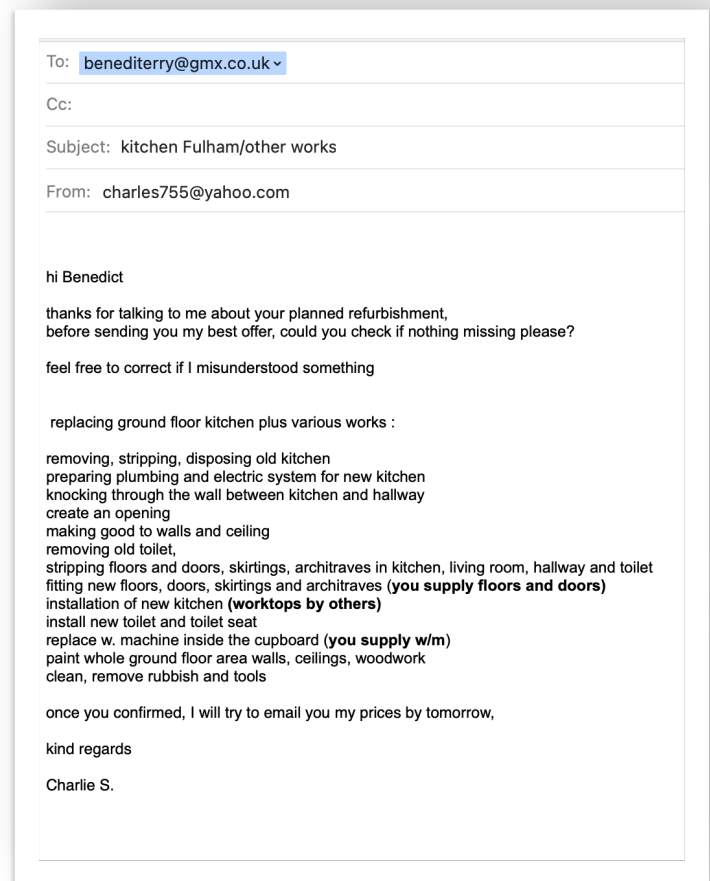
He will be amazed at how serious a contractor you are.

He will see that you did excellent work even before getting paid.

He will accept a higher price as very reasonable.

Especially since this project is more complex."

"and from today, do not use cheap paint. Only expensive paint makes decent money. And it also looks better on the wall."



Charlie smiles - *"I will start sharing the money from this business with you. You've made a great improvement."*

"I agree" - smiled Manager in response.

"It would be good to help you more and make some real money for me too.  
From now on, I can handle the marketing side, find better clients, and assist you in negotiating better agreements. I will also help you plan what stages are needed for each job. And more".

They agree on Manager's commission for every future project.  
They are celebrating.

"And remember, when the project starts, you take pictures.  
When the project is completed, you take pictures.  
We can show other people what you can do Charlie.  
I have ideas to expand your market.  
The internet, my friend.  
More choices for better future jobs, you see..."

### **Charlie's transformation is remarkable.**

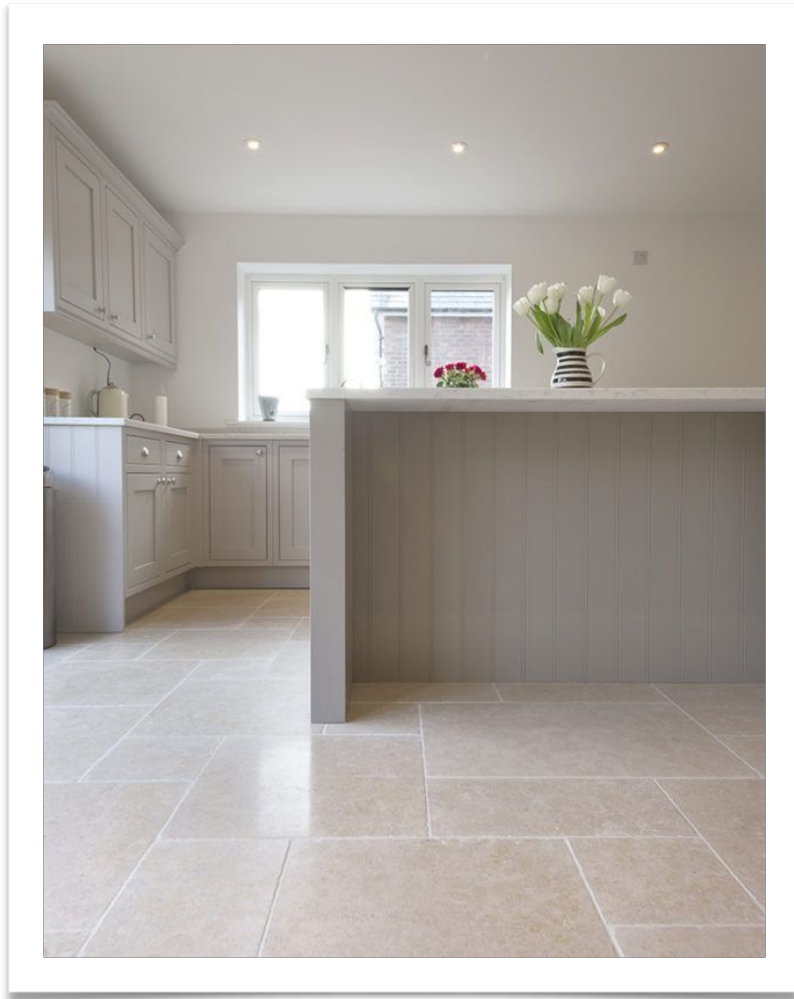
Charlie has evolved from a half-positive character into a quite fine fellow. He is happier, and he can now see a sense of purpose in his work. He feels younger, and his hands are keener and more skilled than ever before.

Previously, Charlie would often make many mistakes on a regular basis. However, now he is genuinely making an effort to think ahead and continuously improve his work.

Exceptions exist, but in a healthy business, rare mistakes are not costly.



**Next project by worker/manager team. Charlie and Manager.**



**Happy client, happy worker and net profit for manager.**

## **ASSIGNMENT 1 - Q1 Charlie**

- 1. why cannot workers like Charlie double their earnings ?**
- 2. what are the differences between manager and worker ?**

Please take a moment to think about each question.

***Write down your answers using 5 sentences for each.***

*\*5 sentences to answer first question, 5 for second*



**Superior financial income - via complexity.**

*Repetitions create positive routines.  
And positive routines boost your money earning potential.*

**Worker's pay remains rather constant in the short time or increases slightly.**

A worker engaged in actual manual renovation work cannot significantly increase their income. They can primarily boost their earnings by working longer hours. Because they are busy on the job the whole day, they do not have the time to think about fine details in their work. They do not get creative.

They are essential to the business as they carry out the actual renovation work. And they deserve respect for that. They work hard. But they rarely get creative.

*A manual worker instructed by contractor may be very good.*

*But he is unable to repeat his manual work in the same way the contractor can.  
A general manual worker rather "lives" through each project, using both his hands and mind to complete each subsequent manual task. That is common among most renovation workers.*

*Except for highly specialised workers who offer only one narrow type of work (e.g., heating engineers or carpet fitters). Highly specialised workers can potentially become more and more organized. And they usually do. They repeat the same hand movements so often, hundreds of times. This creates opportunities for them to become better organized and more efficient.*

*However, many workers are not specialized; they have a wider range of general skills. They can perform various tasks at a more average level. That makes it easier for them to access a wider range of potential job opportunities.*

*The world still needs them, and so do you and your clients. But unless they change, these general manual workers will struggle to elevate their current business level. They will always envision themselves working full-time on-site as usual, earning only a relatively modest income.*

**A thoughtful manager has opportunities to create and increase their income.**

A renovation manager can choose to pursue these opportunities to add additional values to the project and their entire renovation business. And make amazing money.

Thinking deeper about the project provides a broader perspective.

The manager becomes creative.  
His vision expands.

*The contractor/manager establishes a link between the manual worker's hands and more sophisticated home renovation projects.*

Projects with slightly more complexities. Finer details.  
More complex jobs require thinking, communicating and planning at a higher level.

This is where the contractor finds a good balance between the **labour cost** (*what the contractor pays his workers*) and the **final value of contractor's product** - the completed renovation project (*what the client pays the contractor*).

In other words, more complex projects make it possible to hire workers at reasonable rates, while agreeing to a higher project price with the clients.

*\*This is because the more complex the project, the more management work it requires, making the manager's involvement worth more money.*

**The manager has developed efficiency and quality by consistently repeating the same sets of tasks.**

His daily, weekly, and monthly work is always centered around a few fundamental moves. He has transformed them into routines. His data inside those fundamental routines is complex and always changing. But he can categorize everything into just a few basic groups, which always stay the same. And efficiently execute all the work.

***He can manage several complex renovation projects at once and leave each client satisfied. And each client pays good money.***

## **Victor**

At this level, manager becomes a **renovation contractor** - he advertises renovation services offered by his company. At this level, agreements with clients are made in contractor's trade name.

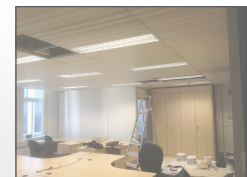
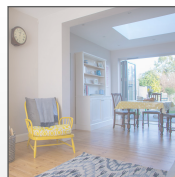
The contractor alone has his business vision. He instructs different workers on different projects. Only he knows what projects are currently run, what projects are agreed as next, what projects are discussed as next, which worker is booked for each project, how much money the company is making. Workers may come and go, the contractor stays with his business.

### ***Contractor's assets are :***

contacts with workers  
contacts with clients  
knowledge of business and local area  
techniques for agreeing projects  
ready paperwork, offers, agreements  
reputation, references from previous happy clients and photos/videos from previous jobs

### ***Contractor's fundamental business responsibilities :***

managing ongoing projects  
marketing and securing future projects  
managing company's finances, recording data  
handling tools and materials  
handling other business details



Meet **Victor** - a contractor who is currently overseeing **3 renovation projects at the same time.**

Searching for a good financial income can lead to various ideas.

*Victor's idea for triple income comes with some complexity.*

Victor manages 3 complex home renovation projects at the same time, resulting in a triple financial income. He is able to handle more than the average renovation contractor can.

It is not uncommon for renovation contractors to take on several projects.

However, it is rare to find a contractor on top of all the details of all several projects.

Victor's 3 projects require a complex range of tasks to be completed by himself in a single day.

*\*content of orange list below is not essential at the moment, but appreciate the complexity of simultaneous Victor's scope*

### **Tasks for tomorrow across Victor's 3 ongoing renovation projects :**

meet Patricia at 10!!

compare different skirting boards in shops, take pictures to help Patricia choose,

when in shops, compare paint prices / emulsion colour Wimborne White

arrange for first rubbish clearance asap (tell them there will be one more)

arrange a plumber and electrician to give me their quotes including certificates

call Ricco to ask him if he can come on Monday, as Julian needs a day off (?) maybe problem

text Patricia - did she order wooden floor already ?

prepare figures for the weekend for paying 2 workers on Saturday. See how much advance I need from Patricia.

She said she would prefer not to leave us a key, we have to work when she is at home. Generally she is, but check for exceptions

+ shopping : - 1 cement, timber battens x 4, screws 70mm, packers (small ones!), waste pipe 40mm & brackets

visit K&M

send email to K&M about options for shower, email them a link to 2-3 different ones

I want to know how much profit hoping from K&M's ?

ask plumber about hot water, text feedback K&M - please decide today!

rubbish needs to go this week, ask if £280 is enough ? (heavy)

internet - find about air admittance valve, yes or no? if not, tell plumber to extend the pipe  
discuss with K&M their new kitchen job, when they are planning that ?  
can ceiling paint be just white ? or is it off-white ? ask KM / (silk for sure...  
check if all bathroom items delivered by now?  
buy white light switch  
take back home big heavy breaker, it's not needed anymore  
buy 4 downlights (LEDs with warm white light bulbs), 2 x plasterboards 12.5mm + hand saw &  
drill bits  
call morning!! decision about hot water!? - (tell them tomorrow I will be at 1, not morning)

prepare update for Mr Shubert regarding his last 4 payments, what is the final balance left ?  
I need probably one more payment before completion  
Book carpet layer for Thursday or Fri, ask about his extra cost / WHY ?  
buy new paint, hallway changed colour - it's Polished Pebble now. Call Yari before too late..  
buy 5 FIRE DOOR labels  
call for rubbish for Saturday ? (if not, Monday)  
\*they say they didn't receive the last invoice, resend  
buy 1 missing door handle (brushed chrome)  
Mr Sh not there tomorrow, call around 1.30

You may think "that is a lot for one day for one person."

You may think "Victor is earning his triple income, because he is managing 3 renovation projects at once."

The **orange list above** is a lot for one day for one person. But Victor must do more.

No, Victor's triple income do not solely come from "managing 3 renovation projects at once."  
This is not enough.

Victor's triple earnings come from a broader scope.

His triple earnings come from "*managing a renovation company carrying out 3 projects currently.*"

If he focuses on "managing 3 renovation projects at once" only, his future will suffer.

***As we remember from page 23, Victor must address all fundamental responsibilities of his small company daily :***

**managing ongoing projects**  
**marketing and securing future projects**  
**managing company's finances and recording data**  
**handling tools and materials**  
**handling other business details**

The long **orange list of tasks above** is addressing the first fundamental responsibility of Victor's renovation company - managing ongoing projects.

Addressing 4 other fundamental responsibilities gives additional list of tasks for tomorrow :

*These tasks (brown list below) are not directly related to any of the 3 current projects, but are still vital for the health of Victor's one-man company.*

Calculate how this month is doing financially,  
Contact Mike/tiler - he seems to be seriously interested in working with me (if not picking leave a voice mail mentioning good daily rate),  
Tel Bosh about guarantee on their power drill/breaker (?)  
My insurance needs renewing for 1 year, do I change provider ?  
Separate receipts from shops by projects, it's easier to find them back when need refund,  
Review payment for ads, it's expensive. Find another.  
Leave the car at mechanics for tyres and breaks - if cannot finish today I need to find another car for deliveries,  
Remind them to clean the car, outside only  
Review all fresh e-mails, there is one in junk box too  
When at Selco, look at jigsaws, will need for Brenda's,  
Finish quote for John S (how many weeks will this job last ?)  
Meet Anna 12:30am

**As result - Victor's full list of tasks for tomorrow :**



meet Patricia at 10!!

compare different skirting boards in shops, take pictures to help Patricia choose,

when in shops, compare paint prices / emulsion colour Wimborne White

arrange for first rubbish clearance asap (tell them there will be one more)

arrange a plumber and electrician to give me their quotes including certificates

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When at Selco, look at jigsaws, will need for Brenda's,  
Finish quote for John S (how many weeks will this job last ?)  
Meet Anna 12:30am

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Managing these 3 jobs on the same day ? And handling even more tasks ?  
No life, no sleep ? It looks complex and scary.

*But with ready routines, Victor's day is simple. He's just breezing through it.  
As long as he keeps the same discipline.*

In the evening, he creates his plan for tomorrow. That takes an hour.  
Then, when tomorrow comes, all goes simple and smooth.

Earning multiple incomes became possible, because Victor has a clear vision what to accomplish and when. Not only can Victor manage more projects simultaneously, but the quality of his management is also improving. As a result, Victor can offer higher prices to clients. So, it's not just about handling more jobs at once, but also earning more money from each one.

Victor's day is exciting. Do not believe it is free of problems.  
But problems are Victor's tools and opportunities.

**Let's see how Victor does it - in Q2 / Daily Routine.**

## **ASSIGNMENT 2 - Q1 final**

- 1. why is thinking important** during renovation projects ?
- 2. how does thinking affect profits** from renovation project ?
- 3. what are consequences of not thinking** during renovation projects ?

Please take a moment to think about each question.

***Write down your answers using 5 sentences for each.***

*\*5 sentences to answer first question, 5 for second, 5 for third*

*plus*

***Imagine 9 examples of work situations.***

***3 examples for each of 3 questions above.***

*\*3 examples for first question, 3 for the second, 3 for the third (9 in total)*

***one example - imagine a worker who leaves a carton box with delivered supplies outside. For him, the place is ideal, not in a way of works. He chooses this place as the easiest for him. Without thinking. But if rain comes at night, soaked carton box may affect goods inside. They may be ruined with no way back.***