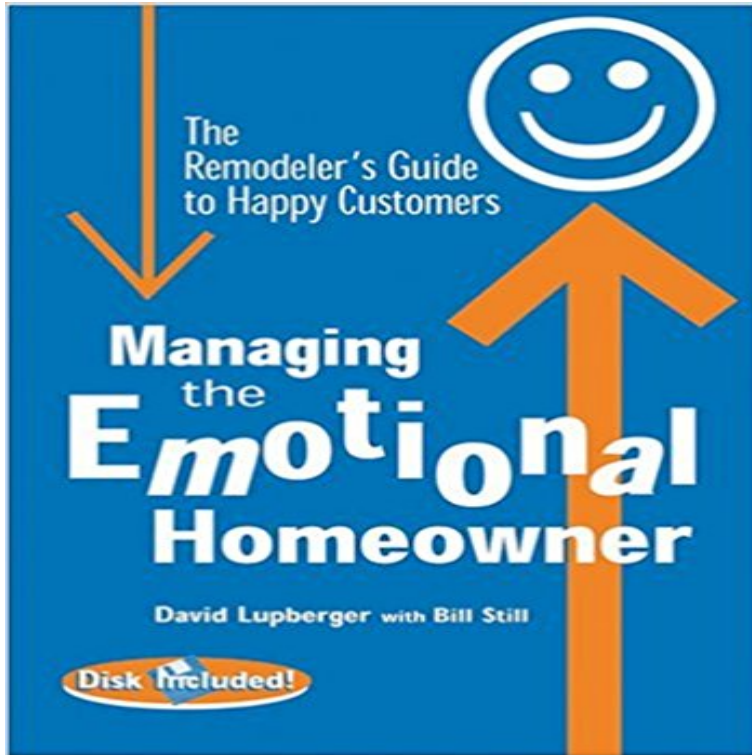


Managing the Emotional Homeowner: The Remodelers Guide to Happy Customers



From elated to frantic and back again, a remodeling project is an emotional roller coaster. This is not only the case for the homeowner but for you too if you're not prepared. All homeowners are emotional when it comes to their remodeling project. David Lupberger teaches you how managing the homeowner is more important than managing the job. It takes skill, professionalism, patience and a few tips on parenting to come out of the remodeling experience with happy homeowners. Managing the Emotional Homeowner is the resource remodelers have been looking for to help them and their clients enjoy the ride. Diskette included

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