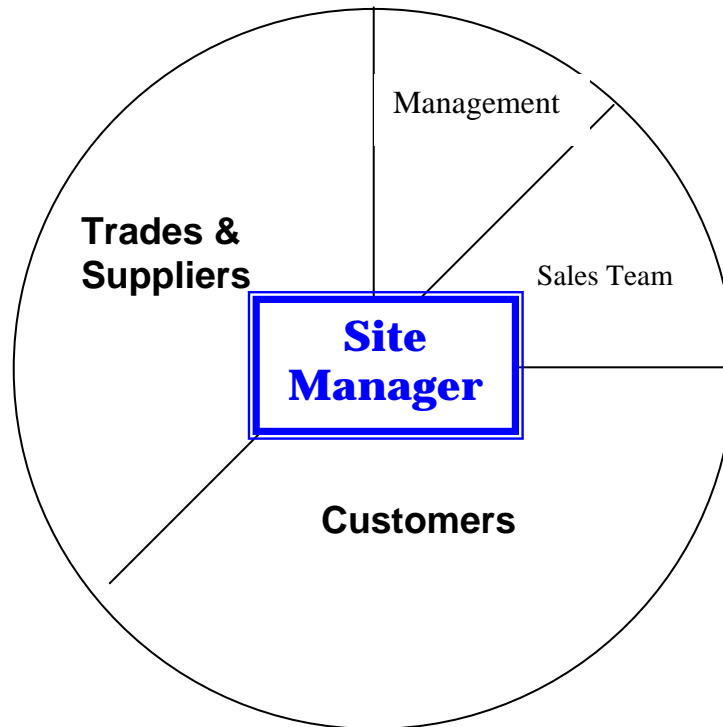


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Recognize the hub of your business – your **Site Manager**



Celebrate the 7th year of PHBIA's Provincial Site Manager Award with your entry. Our site managers are the hub of the home building business, interacting with trades and suppliers, new homebuyers, sales staff and management. The **Crystal Awards** recognize the outstanding relationship that your site manager has established with those that keep you in business – your trades that construct the homes and your purchasers that buy the homes.

Enter your best Site Manager(s) and give them the opportunity to be presented with their Crystal in Jasper at the Canadian Home Builders' Association – Alberta's Provincial Conference in September.

Extra entry forms are available on our website, www.phbia.com

Good luck!

Helen Webster
Executive Director, PHBIA

Private and Confidential

PHBIA PROFESSIONAL SITE MANAGER AWARD QUESTIONNAIRE
To be completed by the *Construction Manager*

Name of Site Manager: _____ Company: _____

Number of units completed in the past 12 months to May 31, 2009 _____

Percentage rate for meeting the target construction completion dates (not possession date): _____

Dollar value of homes under direct supervision from June 1, 2008 to May 31, 2009: \$ _____

Question	Scale - 1 is "poor" & 10 "excellent"									
ORGANIZATION AND ADMINISTRATION SKILLS										
1. Is adequate notice given to staff and trades to carry out work?	1	2	3	4	5	6	7	8	9	10
2. Are construction materials controlled economically?	1	2	3	4	5	6	7	8	9	10
3. Does the site manager properly coordinate the work?	1	2	3	4	5	6	7	8	9	10
4. How effective is the site manager at being on budget?	1	2	3	4	5	6	7	8	9	10
5. Does the site manager maintain an orderly file system?	1	2	3	4	5	6	7	8	9	10
6. How effective is the site manager in ensuring construction changes are acted upon?	1	2	3	4	5	6	7	8	9	10
Score (for PHBIA office use only)										

COMMUNICATION SKILLS										
1. Is the site manager polite when communicating with staff?	1	2	3	4	5	6	7	8	9	10
2. Does the site manager give you accurate information?	1	2	3	4	5	6	7	8	9	10
3. Does the site manager listen to your concerns?	1	2	3	4	5	6	7	8	9	10
4. Are your concerns acted upon?	1	2	3	4	5	6	7	8	9	10
5. Does the site manager make changes to improve the site work environment?	1	2	3	4	5	6	7	8	9	10
6. How effectively does the site manager handle challenging customer situations?	1	2	3	4	5	6	7	8	9	10
Score (for PHBIA office use only)										

SAFETY										
1. Does the site manager wear safety equipment?	1	2	3	4	5	6	7	8	9	10
2. Does the site manager insist on clean and safe sites?	1	2	3	4	5	6	7	8	9	10
3. Does the site manager properly record accidents?	1	2	3	4	5	6	7	8	9	10
4. Does the site manager maintain a properly stocked first aid kit?	1	2	3	4	5	6	7	8	9	10
5. Has the site manager taken recognized safety training?	1	2	3	4	5	6	7	8	9	10
Score (for PHBIA office use only)										

AT PROBLEM SOLVING										
1. Is the site manager able to solve construction problems?	1	2	3	4	5	6	7	8	9	10
2. Does the site manager effectively solve problems?	1	2	3	4	5	6	7	8	9	10
3. Does the site manager foresee problems?	1	2	3	4	5	6	7	8	9	10
4. How often are you involved in solving the site manager's problems?	1	2	3	4	5	6	7	8	9	10
Score (for PHBIA office use only)										

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PHBIA PROFESSIONAL SITE MANAGER AWARD QUESTIONNAIRE
Construction Manager. cont'd

Question	Scale - 1 is "poor" & 10 "excellent"
CONFLICT RESOLUTION	
1. Is the site manager able to calm heated situations?	1 2 3 4 5 6 7 8 9 10
2. Is the site manager able to resolve conflicts?	1 2 3 4 5 6 7 8 9 10
3. Are conflicts resolved professionally?	1 2 3 4 5 6 7 8 9 10
Score (for PHBIA office use only)	

QUALITY MANAGEMENT	
1. Does the site manager acknowledge good work?	1 2 3 4 5 6 7 8 9 10
2. Would you have this site manager oversee your new home?	1 2 3 4 5 6 7 8 9 10
3. How would you rate the overall construction knowledge?	1 2 3 4 5 6 7 8 9 10
4. How do you rate the deficiency management?	1 2 3 4 5 6 7 8 9 10
5. Does the site manager enforce high quality control?	1 2 3 4 5 6 7 8 9 10
6. Are you informed of quality problems with trades/suppliers?	1 2 3 4 5 6 7 8 9 10
7. How would you rate the knowledge on current construction technologies?	1 2 3 4 5 6 7 8 9 10
8. How would you rate knowledge of incoming construction technologies?	1 2 3 4 5 6 7 8 9 10
Score (for PHBIA office use only)	

Please state why you are nominating this site manager/superintendent in 50 words or less.

Construction Manager Name: _____

Direct Telephone Number: (____) _____

e-mail: _____

Signature: _____ Date: _____

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PHBIA PROFESSIONAL SITE MANAGER AWARD QUESTIONNAIRE
To be completed by the *Sales Manager*

Name of Site Manager _____ Company: _____

Question	Scale - 1 is "poor" - 10 "excellent"									
ORGANIZATION AND ADMINISTRATION SKILLS										
1. Gave adequate notice to you to make formal site inspections.	1	2	3	4	5	6	7	8	9	10
2. Properly coordinated meetings with other members of the company or company suppliers.	1	2	3	4	5	6	7	8	9	10
3. Was fully aware of your plan changes and extras.	1	2	3	4	5	6	7	8	9	10
Score (for PHBIA office use only)										

COMMUNICATION AND PROBLEM SOLVING SKILLS										
1. Is always polite and respectful in communication.	1	2	3	4	5	6	7	8	9	10
2. Develops an open, on-going, and effective working relationship.	1	2	3	4	5	6	7	8	9	10
3. Gives out accurate information.	1	2	3	4	5	6	7	8	9	10
4. Follows up without your intervention to ensure that all changes and selections are in accordance with your wishes.	1	2	3	4	5	6	7	8	9	10
5. Listened to and acted upon your concerns.	1	2	3	4	5	6	7	8	9	10
6. Availability/accessibility.	1	2	3	4	5	6	7	8	9	10
7. Was willing to explain the home construction processes and answer other technical questions.	1	2	3	4	5	6	7	8	9	10
Score (for PHBIA office use only)										

THE QUALITY OF SERVICE AND KNOWLEDGE										
1. Quality of service before client signed the contract.	1	2	3	4	5	6	7	8	9	10
2. Quality of service after client signed the contract.	1	2	3	4	5	6	7	8	9	10
3. Knowledge of extras and options.	1	2	3	4	5	6	7	8	9	10
4. Overall construction process knowledge.	1	2	3	4	5	6	7	8	9	10
5. Knowledge of company policies and procedures	1	2	3	4	5	6	7	8	9	10
Score (for PHBIA office use only)										

Sales Manager Name: _____

Direct Telephone Number: _____

Signature: _____

Date: _____

PHBIA PROFESSIONAL SITE MANAGER AWARD

Site Manager Name: _____

Company: _____

List of Trades

<u>Company</u>	<u>Contact Name</u>	<u>Phone #</u>
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		

List of Homebuyers Who Took Possession in the Last 12 Months (No Spec Homes)

<u>Homebuyer Name(s)</u>	<u>Phone #, home</u>	<u>Phone #, work</u>
1.		
2.		
3.		
4.		
5.		
6.		