

INDUSTRY LEADER VIEWS ON CCTS

"D&B Tile Distributors takes pride that our staff is trained in the knowledge of the industry and continuously trained on all aspects of the tile industry. This is proven when they pass the CCTS exam. Our employees are proud to put that professional certification on their business cards. The certification highlights our proven strength within our market."

– Harold Yarborough, D&B Tile

"CCTS Certification is a requirement for all Florida Tile sales personnel. Our customers demand to be serviced by knowledgeable and professional representatives and we feel CCTS reflects that image to the trade. For employees; CCTS is a requirement if you want to be a successful, knowledgeable, and professional representative in the tile and stone industry."

– Dave Milanowycz, Florida Tile

HOW TO BECOME CERTIFIED

- Be currently employed for at least two years in the ceramic tile industry.
- Agree to the policies regarding the use of the CCTS designation and logo
- Complete the application and pay the appropriate fee.
- \$325 per employee of CTDA Member Company (volume discounts available)
- \$499 per employee of non-CTDA member company.

GET STARTED TODAY!

To learn more or to register to apply, contact a CTDA representative at:

CTDA
800 Roosevelt Road C-312
Glen Ellyn, IL 60137
630.545.9415

To download the CCTS application go to
www.ctdahome.org/content/education/ccts.asp



CERTIFIED CERAMIC TILE SPECIALIST

Certification program designed
by and for Ceramic Tile
Specialists!



KNOWLEDGE IS POWER!

Demonstrate your ability to meet growing customer needs!

With the CCTS Program, companies can gain the prestige, professional recognition, expanded knowledge and increased customer satisfaction that can differentiate your company from the competition.

For individuals, certification delivers professional recognition for your knowledge and technical competence.

WHY BECOME CERTIFIED?

- Demonstrate to your customers and competitors that your company has the most current ceramic tile industry expertise available.
- Become the strategic partner customers need!
- Deliver value with every sale.

INFORMATION COVERED

- TCNA Handbook for Ceramic Tile Installation
- ANSI Specifications for Installation of Ceramic Tile
- CTDA Tile Training in a Box
- CTDA Reference Guide, Installation of Tile & Stone for the Beginner, and the Basics of Ceramic Tile
- CTDA "How to Handle Customer Complaints Guideline"
- Understanding the Basics of Ceramic Tile Reference Guide

PROGRAM OVERVIEW

- Study Guide Reference Binder including TCNA Handbook and ANSI Specifications
- CD-ROM Study Guide and Pretests
- Online Study Guides Available
- Testing is offered at major industry events including Coverings and Total Solutions Plus.
- Private testing available
- Developed by professional ceramic tile sales experts with the assistance of Southern Illinois University (SIU) Department of Workforce Education and Development (WED), one of the largest workforce-related professional development preparation agencies in the US.

CORPORATE TRAINING PROGRAM

- Affordable, accessible industry-specific training path to meeting your training requirements.
- Establishes corporate training requirements without the additional cost of developing a program.
- Provides an incentive for promotion and/or a salary increase within your corporate ranks.
- Self-study format allows you to implement the program without additional training costs.

RECERTIFICATION IS EASY!

- All Certified Ceramic Tile Specialists must renew their certification at three year intervals to maintain their CCTS status.
- To be eligible for recertification, the applicant must submit proof of attending a minimum of 20 hours of professional education over a three year period.
 - Professional Education includes any educational sessions attended to broaden your knowledge
- Recertification fee is only \$125!