



## Frequently asked Questions concerning Stauf University

**How long is a class?**

Class will start on the first day at 8:00 am and end at 5:00 pm. On the second day, class will start at 8:00 am and end no later than 2:00 pm. This will give you time to catch a flight out if needed.

**Where are classes held?**

Classes will be at the Stauf training center at 385 Herbert Rd, Cordova, TN, 38018 (a suburb of Memphis).

**Who should attend?**

Anyone desiring a better understanding of flooring adhesives, whether they are selling the products or using them in installation.

**Who is the class for?**

We welcome anyone from a distributor, retail store or anyone in flooring installation.

**What is the attire for the classes?**

Come ready to work and learn. Part of the class is learning how to spread and work with the adhesives.

**How is the weather in Memphis?**

In the summer, be prepared for hot temps and high humidity. Our winter months, are usually above freezing each day.

**How much will this cost?**

The only cost you will incur is your transportation to and from Memphis, TN. Stauf USA will cover the room cost and your meals on the day of classes. We require a credit card on file to hold your slot in the class, but it will only be charged should the cancellation deadline be missed.

**What is the purpose of the school?**

To better understand the value of selling and using Stauf adhesives.

**Will there be another school?**

Stauf plans on kicking off the start of Stauf University in November, 2018. We plan on having multiple schools each year. Please contact us to be put on the wait list at [training@staufusa.com](mailto:training@staufusa.com)

**Will I need transportation once I arrive in Memphis?**

Stauf will provide transportation to and from the hotel to the training center each day. We will try to offer transportation to and from the airport if available.

**Do we make our room reservations?**

Once you complete the online application and it is processed, Stauf will make your room reservation for you and send you a confirmation number. The hotel will require a credit card for incidental charges to the room during your stay.

**Why do we need a credit card number on file for registration?**

This is to confirm your attendance at the school. We will have hotel rooms booked and transportation ready when you arrive.

**Who will be leading the classes?**

Wayne Williams who has taught many Armstrong training classes in the past and Mark Long who has taught many NWFA and NOFMA classes. With over 80 years of experience in the industry, these two will keep you moving during these classes.

**Can I stay longer in Memphis than is allowed?**

Sure, but Stauf will only pay for 2 nights at the hotel.

**Can I bring my spouse?**

Yes, but they will be on their own each day while you are in class. There is no place for them at the training facility to stay all day. We would welcome them at the dinner on the first day of class.

**Does my company get feedback from my attendance?**

Stauf will send a report to all companies that attend along with a certificate of completion for the class.

**What can I do if I have food allergies?**

Please let us know on your registration form and we can cater to your special needs.

**Will there be any breaks during the classes so I can handle business?**

Yes, there will be designated breaks to allow for this. We are all in business to make money and we can work with you on this.

**What will the classroom time consist of?**

There will be overviews of products with discussions as well. We want the attendee to come away with a solid understanding of how flooring adhesives work and how to apply them with a concentration in Stauf products. We will have hands on training as well.

**Do you need any experience to come to a class?**

We recommend that you have a basic knowledge of the flooring industry before attending. We do not require any experience installing floors to attend.

**Do you have a designated smoking area?**

There is a covered area outside the training center designated for smoking.

**What happens in case of inclement weather?**

The Memphis airport is one that will never close due to Fed Ex keeping the runways clear. If you can get here, we can have the class.

**What if I have to cancel?**

We know things happen. We ask that you give us notice 4 business days in advance so we can cancel the room. If not canceled we will have to charge for 1 night room rate.