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## Stauf University Frequently Asked Questions

- **How long is a class?**  
The class will start at 8:00 AM and end at 5:00 PM. On the second day, class will begin at 8:00 AM and end no later than 2:00 PM.
- **Where are classes held?**  
Classes are held at Stauf University at 835 Herbert Rd, Cordova, TN 38018.
- **Who should attend?**  
Attend if you want to learn about Stauf flooring adhesives, whether selling the products or using them in installation. We welcome anyone from a distributor, a retail store, or a flooring installer.
- **Do you need any experience to come to a class?**  
Before attending, we recommend having a basic knowledge of the flooring industry. We do not require any experience installing floors to attend.
- **What is the attire for the classes?**  
Dress comfortably and wear closed-toe shoes. Settings include a classroom and hands-on application in the training room and warehouse. Bring a jacket if you get cold quickly.
- **What will the classroom time consist of?**  
The classroom will consist of an overview of Stauf products and discussions. Our goal is for you to walk away with a solid understanding of how flooring adhesives work and how to apply them with a concentration on Stauf products.
- **Who will be leading the classes?**  
Mark Long and Wayne Williams. Mark has taught many NWFA and NOFMA classes, and Wayne has taught many Armstrong training classes. With over 80 years of combined experience, these two will keep you moving during these classes.
- **How much will this cost?**  
The only cost you will incur is transportation to and from Memphis, TN. Stauf will cover the room cost and provide meals. We do require a credit card on file to hold your seat in the class, but it will only be charged if you miss the cancellation deadline.
- **When are schools held?**  
If you do not see a class date listed, please get in touch with us at [training@staufusa.com](mailto:training@staufusa.com).
- **Will I need transportation once I arrive in Memphis?**  
Stauf will provide transportation from the hotel to Stauf University and back. If available, we will offer transportation to and from the airport.

- Do we make our own room reservations?  
Once you complete the online application and it is processed, Stauf will make your room reservation 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 and hold your spot for the classes. We will have hotel rooms booked and transportation ready when you arrive.
- Can I stay longer in Memphis than is allowed?  
We welcome you to stay in Memphis as long as you'd like, but Stauf will only cover a two-night stay.
- Can I bring my spouse?  
Yes, but they will be alone each day while you are in class. We would welcome them at the dinner on the first day of class.
- Does my company get feedback on 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 unique needs.
- Will there be any breaks during the classes so I can handle business?  
Yes, there will be designated breaks to allow for this.
- Do you have a designated smoking area?  
There is a covered area outside the training center designated for smoking.
- What if I have to cancel?  
We understand things happen. Please give us notice at least **FOUR BUSINESS DAYS** in advance. If you do not cancel in time, you will be responsible for the one-night hotel stay.