# Markers from page 1F

#### CLEANUP CONTRACT

■ CLEANUP CONTRACT

A series of piled-scale tests performed at a site on the Manitowoe River in Wisconsin has resulted in the award of a full-scale site ramediation contract to Millgard Environmental Corp. in Livonia. The cleanup site is the current headquarters of Wisconsin Fuel and Light, a privately owned utility in Manitowoe. The remediation project is a private action undertaken by the owner, Wisconsin Fuel and Light, abilty which has worked closely with the Wisconsin Department of Natural Resources to partment of Natural Resources to develop a remediation plan. The

owner retained WW Engineering of Grand Rapids to assess the contamination and develop a remediation plan.
Residual coal tar from a former coal-gasification plant has heavily contaminated surrounding soil. Millgard will treat 26,000 cubic yards of aboreline soils to depths of 40 feet in an area that includes a high water table and buried obstructions.

■ SALES TECHNIQUES
Farmington Hills-based Builders Association of Southeastern
Michigan will present "Surviving

the Challenge of Change: Salea Training To Win the Change Revolution' Friday, Oct. 15 at the Radisson Plaza Hotel, Southfield. Hours are 8-11:30 a.m. The registration fee, including continental breakfast, is \$40 for BASM members and \$70 for non-members. Call 737-4477.

Joe Bonura, president of Kentucky-based Bonura Training, will demonstrate sales techniques for the year 2000. He has 30 years of sales, advertising, marketing and sales training experience.
Bonura will focus on three strategies: empowerment, sales

memory techniques, presentation skills.

#### COMPANY MOVE

Parliament Co. has relocated from Bingham Office Park, which the company built in 1980, to the First Center in Southfield.

The company provides general contracting, construction management and property management services for the commercial, retail, industrial and health care instructions.

■ ENVIRONMENTAL FORUM
The Greater Detroit Chapter of

the Associated General Contrac-tors of America will host a con-struction industry environmental conference 8 a.m. to noon Nov. 11 at the Engineering Society of De-troit, 100 Farnsworth, Detroit.

The conference will feature moderator Mark Leipsitz, De-Maria Bulding Co., Novi, Gary Boorsen, chief of the stormwater permits unit, Michigan DNR, Lansing; D. Doughas McGuw, Ilaw Ifm of Poling, McGaw & Poling, Troy, speaking on wetland law and regulations; Roger Kappler, Millgard Environmental

Corp, Livonia, speaking on cleanup technologies; Stophen Ormond, law firm of Tucker & Rolf, Southfield, speaking on allocating liability risks in real estate transactions; William Ralls, law firm of Ralls, Urban & Rosier, Lansing, speaking on environmental laws and construction contracts; Steven Davis, Hogg Robinson of Michigan Inc., speaking on insurance and bonds for construction contracts; Steven Davis, Hogg Robinson of Michigan Inc., speaking on insurance and bonds for construction contractors.

For more information, call 948-7000.

# Study ways to give exemplary service

Maintaining a client/customer base can be

a competitive task.
The Oakland University Continuum Center

The Oakland University Continuum Center will present a seminar that teaches "How to Provide Quality Customer Service" 8:30 a.m. to 3:30 p.m. Friday, Oct. 22, in the Hampton Inn, Auburn Hills.
Participants, led by training apecialist Jackie McCarroll, will discover the key steps for achieving service excellence.
Seminar topics include the basic needs of customers, how to use interpersonal skills to promote success, methods to really handle customer complaints, the taboos of service management, and how to nurture customer confidence.

management, and now to instude Cassonic confidence. The fee is \$79. To register or for more infor-mation, call the OU Continuum Center's Ro-chester Hills office: 370-3033 by Oct. 20.

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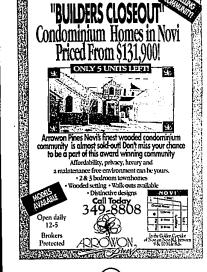
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