

Family Ties Takes Aim at One of the Home Services Industry's Biggest Challenges: High Pay Expectations, Low Training

Family Ties challenges the industry's training culture, showing how daily development creates better technicians, higher earnings, and stronger customer value.

RIVERSIDE, CA, UNITED STATES, October 26, 2026 /EINPresswire.com/ -- RIVERSIDE, CA — October 26, 2026 — Family Ties Air, Plumbing & Drain is challenging one of the home services industry's biggest disconnects: technicians expecting top-tier compensation without demonstrating the same level of commitment to daily training, professional development, and continuous improvement.



While much of the HVAC and plumbing industry focuses on recruiting experienced technicians, Family Ties is taking a different approach: Hire for attitude and work ethic. Train for excellence.

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Leadership isn't about complaining that good technicians are hard to find. It's about creating an environment where good people can become great technicians.”

Jeremy Prevost

Experience Doesn't Create Excellence. Training Does.

"Michael Jordan and Kobe Bryant didn't become legends by practicing only when they felt like it. They practiced every day, even after becoming the best," said Jeremy J. Prevost of Family Ties Air, Plumbing & Drain.

"Yet in our industry, we have technicians who believe 20 years of experience means they no longer need training. Twenty years of doing something doesn't automatically mean you've spent twenty years getting better."

Prevost believes the industry's greatest opportunity isn't simply finding better technicians. It's developing them.

"We hire attitude and work ethic. The rest we can train. Give me someone who is coachable,

accountable, and willing to improve every day, and we can develop an exceptional professional."

The Greatest Return on Investment Is Daily Training

"There is no greater return on investment in the home services industry than daily training. The impact on revenue is immediate, but more importantly, training is the foundation of technician success," said Prevost.



"Better-trained technicians communicate more effectively, build greater customer trust, present better solutions, and ultimately earn more money. When technicians improve their skills, their confidence grows, their opportunities expand, and their income follows."

Family Ties believes the relationship between training and compensation should be straightforward: Greater skills create greater value, and greater value creates greater earning opportunities.

"You cannot expect top 1% earnings without a top 1% commitment to personal development. Our responsibility is to provide the training, systems, and opportunities. Their responsibility is to put in the work. When both happen, everyone wins."

Better Training. Better Service. Better Value. Higher Earnings.

The Family Ties development model emphasizes daily training, structured service systems, customer communication, technical knowledge, and professional accountability.

Technicians are trained to:

- Communicate findings clearly and educate homeowners.
- Present multiple solutions rather than simply sell repairs.
- Explain the features, benefits, and long-term value of each option.
- Build trust through professionalism, transparency, and confidence.
- Follow proven systems that improve consistency and customer satisfaction.
- Continuously develop the skills necessary to increase their earning potential.

The company's objective is to develop average technicians into exceptional professionals capable of earning significantly more, potentially doubling their income as their performance improves.

The Industry Needs More Coaching and Less Complaining

"We spend far too much time talking about employees and not nearly enough time talking to them, coaching them, and developing them," Prevost said.

"Leadership isn't about complaining that good technicians are hard to find. It's about creating an environment where good people can become great technicians."

Family Ties believes companies must invest in training and provide the systems, leadership, and opportunities necessary for success. In return, technicians must embrace accountability, coaching, and continuous improvement.

Building Professionals, Not Just Filling Positions

Family Ties Air, Plumbing & Drain is committed to building a culture where professional development is a daily expectation rather than an occasional event.

"Our goal isn't to hire someone who already thinks they know everything. It's to develop professionals who want to become the best at what they do," Prevost concluded.

"When our technicians succeed, our customers receive better service, our employees earn more, and our company grows. That's how you build a winning organization."

About Family Ties Air, Plumbing & Drain

Family Ties Air, Plumbing & Drain is a residential HVAC, plumbing, and drain service company serving California's Inland Empire. The company focuses on technician development, customer education, transparent service options, and proven operating systems designed to deliver exceptional customer experiences and meaningful career opportunities.

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