

**EXCAVATOR TRAINING HELPS RENTAL CUSTOMERS**

Kennards Hire provides equipment to many trades as well as owner-builders and contractors. While some customers have larger machines, they often require compact equipment for a specific task. Other trades need equipment for one-off projects that don't justify owning a piece of equipment.

Rodger Brown, Kennards' quality and training coordinator, said their rental staff needs a comprehensive working knowledge of heavy equipment to advise customers on the most appropriate equipment solution.

"Not only does our staff need to know the operating specifications and limitations of the equipment; they need to be aware of safety issues that need to be addressed when transporting and operating these machines.

We want our customers to have the right machine for their project. To help our customers select the right equipment, the knowledge of our sales staff needs to be updated as we expand our range. Excavators are in constant demand, often at short notice. Across Australia we have built a fleet of 200 Takeuchi excavators, from the compact TB 108 to the Zero-Swing TB153FR". Rodger said.

Excavators are supplied by the importer and distributor, Semco Equipment Sales. Recently, Kennards and Semco developed a training program for several groups of Kennards' Sydney staff in a two-day training program conducted at Semco's headquarters at St Marys.

Stuart Marriott, Semco's Takeuchi specialist and Rodger Brown produced the training curriculum, with Semco's technical specialist Dave Freeburn handling the product demonstrations. The training sessions included safety issues such as travel and parking, fitting and operation of accessories, operating conditions and hands-on operation, as well as equipment service requirements.

Kennards says it strives to match equipment to customers' needs to ensure a completely satisfactory rental experience.

“Our business of renting medium to heavy equipment is growing rapidly and we needed excavators that would give us the durability and reliability essential in our business. The fleet of Takeuchi excavators has met these expectations under the demanding conditions hire presents” Rodger said.

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*Semco Technical Specialist, Dave Freeburn (back to camera) with one of the Kennards staff groups.*



*Kennards Quality and Training Coordinator Rodger Brown (centre) explains some of the features of the Takeuchi TB 016 excavator.*



*Semco's Dave Freeburn shows the Kennards team some of the handling points of the Takeuchi TB 016 excavator.*