

YOU + BAL

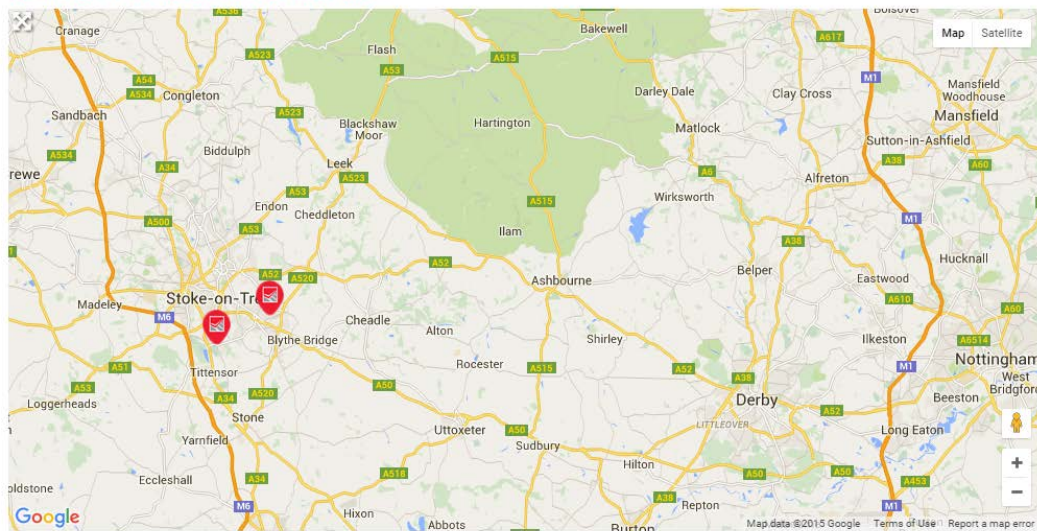
Get job leads and reviews with BAL Tiler Search

Homeowners looking for local trusted tilers will begin their search by going to the Homeowners zone on the new BAL website.

At the top of the page they have the option to search by UK town or postcode to find their nearest registered tiler.




2. Homeowners will now be taken to the My Tiler Web Profile Map Search to view tilers near them. To view profiles they can either click on the flags, or scroll down the page.

SEARCH MY TILER WEB PROFILE :

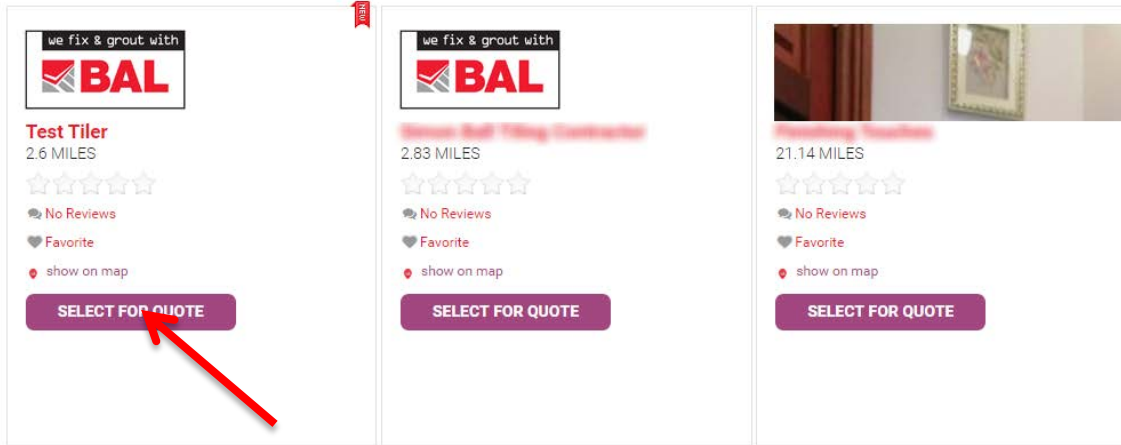


Search By or 

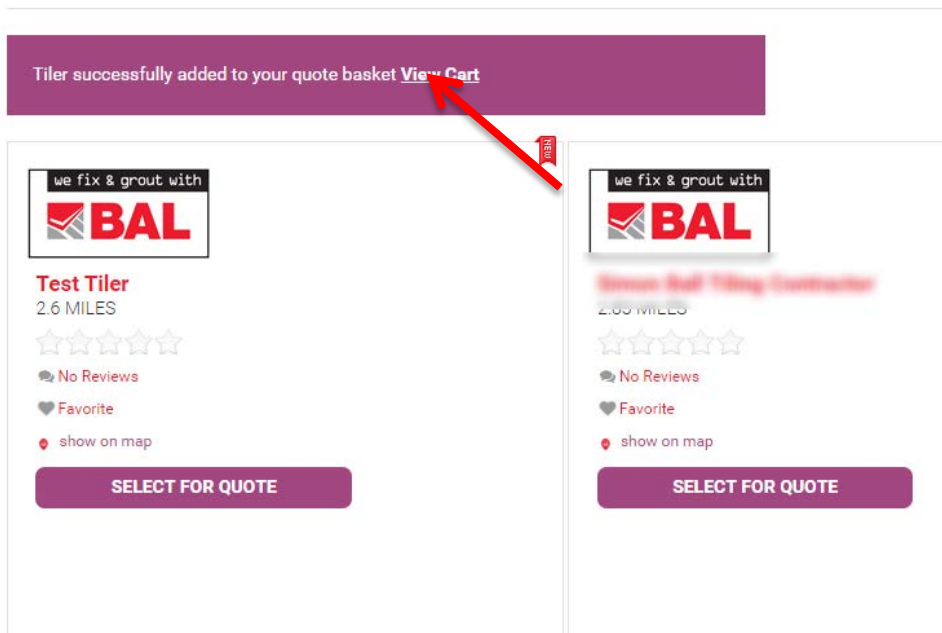
QUOTE BASKET 0

 Test Tiler 2.6 MILES ☆☆☆☆☆ No Reviews Favorite show on map SELECT FOR QUOTE	 Stoke-on-Trent Tiler 2.83 MILES ☆☆☆☆☆ No Reviews Favorite show on map SELECT FOR QUOTE	 Stoke-on-Trent Tiler 21.14 MILES ☆☆☆☆☆ No Reviews Favorite show on map SELECT FOR QUOTE
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3. After reviewing their local tilers, Homeowners can select up to three tilers to quote for the job.



4. Chosen tilers will now appear in the Homeowners quote basket, which can be accessed by clicking on “View Cart”



5. To submit a quote request, homeowner will click “submit job” and be taken to the Tiler Checkout form where they will fill in their job details.

TILERS CART

Tiler Name	Remove
Test Tiler	X

[Submit Job](#)[Privacy](#)[Tilers](#) [Contractors](#) [Specifiers](#) [Distributors](#) [Homeowners](#) [Trainee](#) Remember me as...

TILER CHECKOUT

First Name*

Last Name*

Email*

Mobile*

Address Line 1

Address Line 2

Address Line 3

Town/City*

Postcode*

Area to be tiled

Approximate Size of Area

Preferred Start Date

Any other details about the job?

Best time to call

Math Captcha

3 + 10 = ?





6. After asking for a quote, homeowners will receive a confirmation email.

Dear Philip,

You quote request **bal_job_6819** has been sent to the following tiler/s:

Bob Smith Tiling
philjenkins8670@gmail.com
07777777777

The tiler/s will confirm within 48 hours on whether they are able to quote for the job but if you wish to speak with them prior to this then please contact them on the details provided above.

Good luck with your tiling projects!

The BAL team

balmarketing@bal-adhesives.com

7. Once a homeowner has submitted a quote request, all selected tilers will receive an email confirming they have been selected to quote for the job.

Dear Bob Smith Tiling ,

A quote request **bal_job_6819** has been raised on the BAL website, please click the link below to view the quote details and confirm whether you will be contacting the client to quote or if you are unable to quote on this occasion.

Remember to keep receiving free job leads from BAL you need to log-in to **"YOU+BAL"** on bal-adhesives.com within 24 hours of receiving this email to confirm your interest or decline the chance to quote.

Happy quoting and good luck.

Kind Regards,

The BAL team

balmarketing@bal-adhesives.com

9. To view the quote details and confirm whether you will be contacting the homeowner to quote or not, please log into the YOU+BAL section of the website and click Business Development, then "My Job Leads".

The screenshot shows the homepage of the TILERS website. At the top is a red navigation bar with the word "TILERS" on the left and a "Logout" button on the right. Below the navigation bar is a horizontal menu with links for "Tilers", "YOU+BAL", "Products", "Support", "News", "Events", "Downloads", and "Forum". The main content area is divided into several red boxes, each representing a different service category. A red arrow points from the "BUSINESS DEVELOPMENT" box to the "YOU+BAL" central banner, and another red arrow points from the "YOU+BAL" banner to the "MY JOB LEADS" box in the second screenshot.

TILERS Logout

Tilers YOU+BAL Products Support News Events Downloads Forum

YOU+BAL OVERVIEW
As market-leaders for tiling, delivering innovative products and service solutions, BAL has been trusted for more than 50 years by industry professionals.

BUSINESS DEVELOPMENT
Get free business web profile, homeowner leads, BAL sales aids and literature, case study development service and promotion with BAL social media.

DEVELOPMENT PROGRAMME
Exclusive access to new product and technology testing days, access to entire BAL Team, exclusive BAL events and industry papers and insights.

BUSINESS SUPPORT TOOLS
Use our free Apprentice Finder tool, login to PowerSpec online spec tool, get free M40/M20 specs, free sample testing service and written BAL 25 Year guarantee.

YOU+BAL
Welcome to a world of benefits **PLAY VIDEO**

REWARDS
Get discounts on BAL products, selected trade events, exclusive partner promotions, free merchandise and regular stockist discounts.

TECHNICAL SUPPORT
Contact our team for free assistance, advice and specifications for products, installations and projects.

TRAINING
Find out about our range of practical courses and masterclasses for tilers. Book bespoke modules to suit your needs.

ACCOUNT SETTINGS
Change your password, update your contact details and add additional profile details.

This screenshot shows the "YOU+BAL" section of the TILERS website. The navigation bar and menu are identical to the first screenshot. The main content area features six red boxes, each representing a different service. A red arrow points from the "MY JOB LEADS" box to the "MY JOB LEADS" box in the second screenshot.

TILERS Logout

Tilers YOU+BAL Products Support News Events Downloads Forum

CREATE/MANAGE WEB PROFILE
Get a free business web profile to use as your own company website, to enhance your reputation.

MY JOB LEADS
Receive hot homeowner leads, and quote for work.

MY REVIEWS
View your latest reviews which you can show to potential new customers.

ORDER MATERIALS
Instant access to order BAL sales aids and literature that you may need for your own information or to leave with your customers to help get more work.

FREE CASE STUDIES
Free case study development service and award nomination writing service to highlight your work.

SOCIAL MEDIA PROMOTION
Free promotion of your work across BAL social media and digital platforms to current and potential clients.

10. Click “yes I will be quoting” or “sorry cannot quote.”

The screenshot shows the TILERS website navigation bar with 'Tilers' selected. Below the navigation bar, the 'NEW JOBS' tab is active. A table lists job details:

Job Code	Remove
bal_job_9628	Yes I will be quoting Sorry cannot quote

11. If you quote, this will now appear in the “quoted” tab, as per below. You must give the homeowner a quote within 48 hours. Following your quote, please confirm whether the job was won or not won. These quote details will be listed in the associated tabs for you to keep as a record.

The screenshot shows the TILERS website with the 'QUOTED' tab selected. A table lists job details:

Job Code	Remove
bal_job_4863	Job Won Job Not Won
bal_job_9628	Job Won Job Not Won

The screenshot shows the TILERS website with the 'JOBS WON' tab selected. A table lists job details:

Job Code	Job Won
bal_job_4863	Job Won

Reviews

At BAL we believe the best people to provide feedback on BAL Partners is not us but their customers. This is why we give homeowners the opportunity to review their tiler and leave feedback online. Customers can rate their tiler out of five while also leaving their own comments if they wish. These are then published on each tiler's web profile under the "reviews" tab.

Customers email addresses are never published, and we do not publish anonymous feedback. To protect BAL Partners from rogue customers or deliberate anti-competitive behaviour, we also review all reviews submitted.

To encourage homeowners to review their tiler, we are also giving them the chance to **win back the cost of their tiling work** (paid for by BAL) every month by simply submitting their review through the web or the Homeowner Tiler Review form available to all BAL Partners. The winner is simply picked at random from all reviews submitted that month.

Remember the more you encourage your customers to provide feedback, the more scores you'll get. Customers may choose you from our website based on the number of reviews you have receive, while those with the most reviews will appear higher up in searches.

The reviews are also great to show your customers just how well you are regarded, and may help you secure that quote. You can also use the feedback to see what is important to your customers, and make changes to how you work which may improve your bottom-line.

Below is a quick guide to how homeowners can provide reviews.

1. Go to the "Homeowners" Zone at www.bal-adhesives.com

The image shows a screenshot of the BAL website homepage. At the top, there is a navigation bar with the BAL logo on the left and menu items: PRODUCTS, ABOUT BAL, TRAINING, STOCKISTS, MEDIA CENTRE, and CONTACT US. A search box is located on the right. Below the navigation bar is a secondary menu with tabs: Tilers, Contractors, Specifiers, Distributors, Homeowners, and Trainee. A red arrow points to the 'Homeowners' tab. To the right of the tabs is a 'Remember me as...' dropdown menu. The main content area features a large banner with a red-tinted image of a building exterior and the text 'RED SKY THINKING Innovative solutions for external tiling you can trust'. To the right of the banner is a red box with the text 'YOU + BAL' and a 'REGISTER FOR BENEFITS' button. Below the banner are three columns of content: 'TRUSTED SOLUTIONS' with a '50 YEARS LEADERSHIP' logo, 'PRODUCTS' with an image of BAL adhesive containers, and 'LATEST NEWS' with a headline 'RED SKY THINKING FROM BAL FOR FAIL SAFE EXTERNAL TILING' and an image of a modern building.

2. Click on "Submit a Review"

HOMEOWNERS Register Login

Homeowners Products Top Tips Support Inspiration Gallery Quality Assurance Downloads Events

FROM DREAMS TO REALITY
ACHIEVE YOUR PERFECT TILING – find a local trusted tiler

FIND A LOCAL TRUSTED TILER

Search By

 or

TRUSTED FOR QUALITY

Market-leaders for tiling, delivering innovative products and service solutions, BAL has been trusted for more than 50 years by industry professionals. Whatever the demands or complexities of your project, BAL can provide a solution delivering quality and lasting performance. From start to finish BAL is on your side. All our products are backed with a 25 year-guarantee and a comprehensive package of support from technical advice to on-site project support. So choose BAL today for complete confidence that your tiling project will look great and last the test of time.

FIND A BAL STOCKIST NEAR YOU

Search for your nearest BAL stockist, find directions and see the latest retail promotions. There are hundreds of BAL stockists nationwide, ensuring you don't miss out on tiling solutions you can trust for

SUBMIT A REVIEW & WIN BACK

Rate your tiler and enter a free monthly prize draw to win back what you paid for your tiling job.

3. Click on the “Find Your Tiler and Submit Review Button”

HOMEOWNERS Register Login

Homeowners Products Top Tips Support Inspiration Gallery Quality Assurance Downloads Events

TELL US WHAT YOU THINK

Our products are designed with you in mind, so we're always looking for feedback. Tell us what you think today.

FIND A STOCKIST

Search for your nearest BAL stockist, find directions and see the latest promotions

SUBMIT A REVIEW

Want to win back the cost of your tiling work? All you have to do is find your tiler through our tiler search, click on the “reviews” tab on their profile. Within seconds you can complete your details using the online rating form and submit! That's it – at the end of the month, you could be the winner randomly drawn* to receive the cost of your tiling!

FIND YOUR TILER AND SUBMIT REVIEW

*Terms and Conditions Apply

FIND A TILER

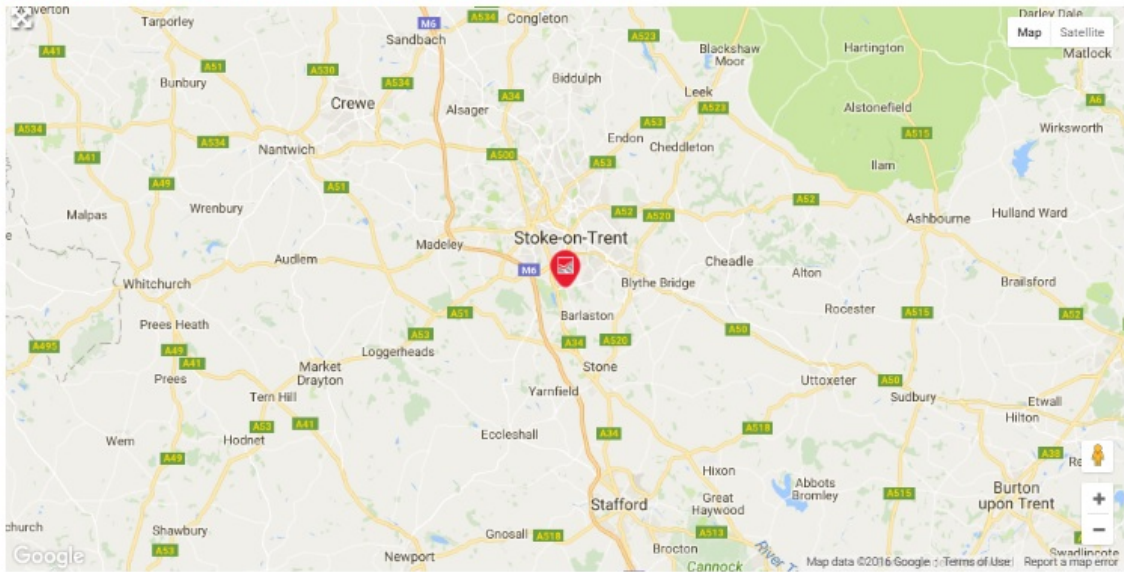
Search for trusted tilers in your area, read reviews and get a quote today.

FIND A STOCKIST

Search for your nearest BAL stockist, find directions and see the latest promotions

4. Search for the tiler using postcode or company name, and open the profile.

SEARCH MY TILER WEB PROFILE FOR : 'BOB SMITH'



Search By or

we fix & grout with

Bob Smith Tiling

★★★★★

1 Review

Favorite

show on map

SELECT FOR QUOTE

5. Click on the reviews tab, enter a name and email address, job number from the quote, a star rating and comments! (Note: A job number must be entered for the homeowner to enter the prize draw)

BOB SMITH TILING





My Tiler Web Profile Category: Visible for homeowner quote request searches and own webpage use

My Tiler Web Profile Tags: ceramics, natural stone, and porcelain

Profile	Video	Map	Reviews	Affiliations	Qualifications
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ONE REVIEW ON "BOB SMITH TILING"

 [Post author](#)
Bob Smith Tiling
28th June 2016 at 10:02 am

Overall Rating:
4

Great Tiler! #TEST

LEAVE A REVIEW

Your email address will not be published. Required fields are marked *



Your Name *

Your Email *

Job Number. Note - If this was a job completed after using the BAL website 'find a tiler' the job reference must be entered here to enable any eligibility into prize draws

I understand and accept by clicking this box all reviews will be submitted for approval before being published and used. *

Please check this box in order to submit a review.

Your Comments