

DATELINE



Your monthly fax update from MSCA

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\$\$\$\$ SAVE!!!! SAVE!!! SAVE!!! \$\$\$\$\$....PLAN NOW TO ATTEND 2006 MSCA CONFERENCE!! MSCA's 21st Annual Educational Conference is fast approaching and if you act quickly you can still save \$100 per person! Early-bird cut-off is Monday, July 31st, so make sure you fax or mail your registration forms by that date! This year's conference will be held at the beautiful Charleston Place Hotel in Charleston, SC from October 15th – 18th and the line-up of seminar speakers and special conference events are NOT TO BE MISSED! This year's educational sessions feature experienced business experts ready to help you take your business to the next level of profitability and success. Topics to be addressed include emotional intelligence, coaching, contract clauses, business growth, customer service, upgrading your sales force, and more!! The popular roundtable peer group discussion sessions will also focus on key topics that will help you meet today's business challenges. These include selling service agreements, extracting profits from work orders, incentive plans, developing a business plan, recruiting, labor issues and competition. You will also not want to miss our spectacular Blues, Brews and Barbeque closing party to be held at Boone Hall Plantation. The home and gardens will be open for tours and the elegant dinner to be held under a tent on the plantation grounds will feature local entertainment. Registration is available on-line at <http://www.mcaa.org/education/> or go to <http://www.mcaa.org/education/msca/annualconference/> for further details.

2005 COST FOR ONE HOUR OF SERVICE SURVEY – MSCA has completed its 2005 cost survey and the results are now available on-line. This survey provides information on the average direct (labor-based) costs incurred by mechanical service contractors nationwide. Results are averaged on a national basis only. Regional or individual results can vary significantly and be influenced by a variety of factors. To download a copy go to: www.msca.org. You will need your MCAA user name and password.

SERVICE TECHNICIAN ORIENTATION MANUAL -- To help new service technicians become familiar with and understand your specific company policies and procedures, a Service Technician Orientation Manual is a must. MSCA has recently published guidelines for the development of such a manual which includes a comprehensive recommended table of contents and standard forms. By utilizing such a manual you are ensuring that all new employees have a better understanding of your company's procedures and policies, which can result in enhanced compliance, and employees will have easy access to a complete, practical and company-specific reference source they can readily use as questions arise. A copy of this publication will be sent to all MSCA members in the August monthly mailing to assist with the development of your own company manual. In the meantime, members can download a copy of these guidelines from the MSCA website at www.msca.org.

NFPA 70E ELECTRICAL SAFETY TRAINING – MSCA is preparing to release a safety training kit for mechanical service workers who troubleshoot energized HVAC units pushing 480 volts or less. The kit includes a 14-minute safety training DVD, a set of pocket guides, which enhance the training by highlighting its key points, and a training documentation system. This training kits will be included in the August monthly mailing to all members. In addition, a Model Electrical Safety Training Program for Mechanical Service Workers will be available in September to help members develop company specific written programs as described in NFPA 70E. The program will be available as a softbound publication as well as on CD.

MANAGING SERVICE PROJECTS CLASS SET FOR SEPTEMBER – The one-day "Managing Service Projects" program provides service project managers with many valuable insights and skills on how to handle their hectic and fast-paced jobs more efficiently and effectively. During this class you will learn how coordinating service projects are so different from managing new construction projects, requiring a different focus and skill set. The next class is scheduled for Wednesday, September 20th from 8:00 a.m. – 5:00 p.m. at the BWI Marriott Hotel in Baltimore, MD. Program fee is \$350 and includes breakfast, lunch and all program materials. Register today to ensure a spot!! Registration is available at <http://www.mcaa.org/education/msca/managingservice> or contact Sobeida Orantes at saorantes@mcaa.org.

HOW ARE WE DOING??? MSCA'S LABOR ESTIMATING GUIDE FOR SERVICE – It has been over a year since MSCA released its Labor Estimating Guide for Service. This *Guide* provides comprehensive lists of the routine maintenance tasks commonly performed on 50 different types of mechanical equipment along with a description of the procedures for each task, the recommended frequency for the task and the average time to complete that task. During this year's MSCA Annual Educational Conference in Charleston a session will be held on using and understanding the guide. We are anxious to hear from companies that have been using the guide to assist with the development and justification of maintenance contracts. Any feedback you can provide is welcome. Please send any comments or suggestions to bdolim@mcaa.org. Thanks!!!