



FOR IMMEDIATE RELEASE

FOR MORE INFORMATION

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***HIRING GUIDE FOR THE MECHANICAL SERVICE CONTRACTOR
UNVEILED IN SAN ANTONIO AT
MSCA 23RD ANNUAL EDUCATIONAL CONFERENCE***

SAN ANTONIO October 13, 2008 – A new book and CD, *Hiring Guide for the Mechanical Service Contractor*, was introduced at the Mechanical Service Contractors of America (MSCA) 23rd Annual Educational Conference today, at the Hyatt Regency Hill Country Resort.

Written expressly for MSCA by Nancy Bandy, managing director of Transitions Consulting Group of Mission Viejo, Cal., the guide is targeted to mechanical contractors and created to be immediately useful. “We constructed the guide to be a grab-and-go tool for MSCA members,” said Bandy, who is presenting at the conference. “We also created 28 writable computer forms that are helpful in the search for and preparation of, hiring and maintaining qualified employees,” she said. “In keeping with our efforts to help contractors reduce paperwork, the forms can be loaded directly into company workstations where they can be filled out, saved and used to inform managers.”

The heating, ventilation air conditioning and refrigeration industry is expected to continue to grow as climate change and population continue to increase, Bandy said. “Managers needed a useful guide to easily and quickly maintain and bolster the workforce.”

The guide is broken down into nine comprehensive sections in the following areas: job descriptions, recruiting strategies, handling applicant responses, interviewing techniques, background checks, extending the offer, pre-start preparation, affecting the right start and retention as a strategy for strengthening the workforce.

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Bandy is teaching sessions Tuesday, Oct. 13 and Wednesday, Oct. 14, at the conference, *Revealing the Industry's Best Kept Secrets*. She has more than 20 years of experience in corporate training, sales and education and teaches MSCA's service manager, sales manager and dispatcher training programs. She has also written: *Setting Service Standards, A Structured Approach to Delivering Outstanding Customer Service for the Facility Manager*, published by Henry Stewart Publications and *The House That Service Built*, published by the National Association of Home Builders.

Ending Wednesday afternoon, Oct. 15, conference activities also include other strategies toward recognizing hidden benefits and continuing challenges in an unstable marketplace. The 18 educational sessions are replete with ideas for addressing growing environmental consciousness while dealing with soaring costs.

For complete details on the conference and the *Hiring Guide for the Mechanical Service Contractor*, go to: <http://www.msca.org>.

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About MSCA

MSCA is the leading national trade association for HVACR contractors, providing education, marketing and labor/management services to assure its members deliver quality performance, value and expertise for all building system needs. MSCA contractors perform service, maintenance, replacement, retrofit and repair work resulting in enhanced reliability, tenant satisfaction, and efficiency. MSCA's contractor qualification program, MSCA STAR, recognizes contractors that have met the highest standards of excellence in the industry and employ highly-skilled UA STAR certified technicians. MSCA has more than 1,200 members and is a subsidiary of the Mechanical Contractors Association of America. For further information go to www.msca.org.