MSCA
MECHANICAL SERVICE CONTRACTORS OF AMERICA
CONNECT

Mechanical Service Contractors of America

Presents

Dispatchers Professional Development Training Program

March 25-26, 2019

The Westin Indianapolis
Indianapolis, IN

This updated two-day program is designed to help new or experienced dispatchers advance their careers, improve satisfaction with their jobs, understand their vital role in the company, and significantly enhance their ability to contribute to their company's success.

Dispatchers are critical to the successful operation of any HVACR and plumbing service business. As the company's primary representative with the client, the dispatcher serves as the nerve center for service scheduling, resource allocation, priority-setting, and customer satisfaction—which are all elements of great customer service.

Reach Your Full Potential

Professional dispatchers can improve company productivity by getting the most from limited service resources, building strong customer relationships, and understanding their service technicians' and service managers' needs and capabilities. Many dispatchers do not reach their full potential because they have not had the opportunity to acquire or fully develop the complex skill set needed to be effective in this role.

Enhance Job Performance and Contribution to Company Success

This program closes that gap with a comprehensive training course created specifically for service dispatchers. Custom-designed for MSCA members, this program goes beyond traditional technical training to help develop those advanced skills needed to be highly effective in the dispatcher role. By completing this program, dispatchers will be able to improve their job performance and more effectively contribute to the success of their companies.

PROGRAM OUTLINE

Module 1

The Dispatcher and the Service Organization

- The Dispatcher's Influence in the Organization
- The Dispatcher's Impact on Profitability

Module 2

Communication Skills for the Dispatcher

- Communication Skills for Interfacing with All Types of People
- Four Styles of Communication

Module 3

Partnering with the Service Technician

- The Life of a Service Call
- Walking in the Technician's Boots
- Prioritizing Service Calls
- Matching Technician Ability to Customers and Problems
- What Technicians Need from their Dispatchers
- The Art of Asking the Right Questions

Module 4

Servicing the Customer

- Levels of Customer Satisfaction
- How to Turn No's into Positives
- Handling Difficult Customers
- Steps to Rapid Service Recovery
- Applying the Finishing Touches with Correct Follow-Up

Module 5

Managing the Service Manager

- Managing Upward
- Benchmark Self-Evaluation
- Interpersonal, Self-Management and Technical Skills
- Taking Charge of Your Job and Career

Module 6

Working with the Rest of the Team

- A Day in the Life of a Dispatcher
- Getting Rid of Stress
- Personal Action Plan

The program was developed by a task force of MSCA contractors in partnership with Nancy Bandy, lead instructor for this program. Nancy is Managing Director of TRAINSITIONS Consulting Group. She is an accomplished professional with more than 20 years of corporate training and organizational design experience. Nancy is a popular and highly acclaimed instructor for MSCA, having taught at numerous conferences, local service seminar programs, and the MSCA Sales Institute.

This highly interactive program, which includes presentations, group exercises, self-assessment tools, and discussion groups, will be held Monday, March 25 from 7:30 a.m.-4:00 p.m. and Tuesday, March 26 from 7:00 a.m.-3:00 p.m. Breakfast and lunch will be provided both days. The cost of the class is $925 per person (member rate), and the class size is limited. The Westin is located at 241 W Washington St, Indianapolis, IN 46204, about twenty minutes from Indianapolis International Airport . The cut-off date for hotel reservations is February 24, 2019 . Room rates are $149 per night for a single/double room.

For more information, call 800-556-3653 or email Sobeida Orantes at saorantes@mcaa.org.

1385 Piccard Drive
Rockville, MD 20850
301-869-5800
www.msca.org

MSCA
MECHANICAL SERVICE CONTRACTORS OF AMERICA
CONNECT

Dispatchers Professional Development Training Program

The Westin Indianapolis
Indianapolis, IN 46204
March 25-26, 2019

Attendee Information

Name _____ Badge Name _____

Company Name _____ Title _____

Street Address _____

City _____ State _____ ZIP Code _____

Registrant's E-mail _____ Work Phone _____ Fax _____

E-mail address to send acknowledgement of registration form receipt: _____

Registration Fees

MSCA/MCAA Member	**$925**	
Non-Member	**$1,800**	

Program begins at 7:30 a.m. on Monday, March 25.
Please plan your arrival accordingly!

MSCA Registration & Housing Policy
Registration fee due at time of registration (all registration based on first-come-first-serve basis – class size limited).

MSCA Cancellation & Refund Policy
No penalty for cancellation 30 days prior to program date. After that date, reimbursement will be dependent on the filling of your vacancy.

Registration Payment

❒ Check (payable to MSCA) ❒ AMEX ❒ MC ❒ VISA

Account Number _____ Expiration _____

Cardholder Name _____ Billing ZIP Code _____

Signature _____

Hotel Registration

* The credit card provided below will be charged the full stay prior to hotel arrival.

Room Type	Room Rate	King Bed	2 Beds
Standard Room	**$149.00**		

Arrival Date _____ Departure Date _____

Total Number of People in Room _____ Sharing with _____

Do you have any special hotel requirements? _____

♿ **Please contact Sobeida Orantes, MSCA at 800-556-3653 if you require special accommodations to fully participate in this event.**

Program registrations will be accepted after this date pending availability.

The hotel cut-off date is February 24, 2019. After this date, rates and room types may change. Reservations canceled within 72 hours of the arrival day will result in forfeiture of deposit. All rates are subject to a 17% tax per room per night.

❒ AMEX ❒ MC ❒ VISA

Account Number _____ Expiration _____

Cardholder Name _____ Billing ZIP Code _____

I authorize the room and tax to be charged to the credit card provided:

Signature _____

Registration Made Easy:
🖷 FAX your completed registration and hotel reservation forms to: 240-238-7261 OR
Mail to MSCA, 1385 Piccard Drive, Rockville, MD 20850
Questions or changes?
E-mail Sobeida Orantes at saorantes@mcaa.org or call 800-556-3653

For Office Use
Payment: _____
Database: _____
Hotel: _____