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.
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.
### Attendee Information

<table>
<thead>
<tr>
<th>Name</th>
<th>Badge Name</th>
<th>Company Name</th>
<th>Title</th>
<th>Street Address</th>
<th>City</th>
<th>State</th>
<th>ZIP Code</th>
<th>Registrant's E-mail</th>
<th>Work Phone</th>
<th>Fax</th>
</tr>
</thead>
</table>

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

### Registration Fees

<table>
<thead>
<tr>
<th>Type</th>
<th>Fee</th>
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</thead>
<tbody>
<tr>
<td>MSCA/MCAA Member</td>
<td>$925</td>
</tr>
<tr>
<td>Non-Member</td>
<td>$1,800</td>
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</table>

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

### Registration Payment

- [ ] Check (payable to MSCA)  
- [ ] AMEX  
- [ ] MC  
- [ ] VISA

**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.

### Hotel Registration

**MSCA/AMEX/MC/VISA**

**Account Number**

**Expiration**

**Cardholder Name**

**Billing ZIP Code**

**Signature**

- [ ] AMEX  
- [ ] MC  
- [ ] VISA

### Room Type

<table>
<thead>
<tr>
<th>Room Type</th>
<th>Room Rate</th>
<th>King Bed</th>
<th>2 Beds</th>
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<tbody>
<tr>
<td>Standard Room</td>
<td>$149.00</td>
<td></td>
<td></td>
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</tbody>
</table>

**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.

**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**

<table>
<thead>
<tr>
<th>Payment:</th>
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</thead>
<tbody>
<tr>
<td>Database:</td>
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<tr>
<td>Hotel:</td>
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</tbody>
</table>