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 30 from 7:30 a.m.-4:00 p.m. and Tuesday, March 31 from 7:00 a.m.-3:00 p.m. Breakfast and lunch will be provided both days. A dinner will be held on Monday evening. The cost of the class is $925 per person (member rate), and the class size is limited. The Westin Detroit Metropolitan Airport is located at 2501 Worldgateway Place, Detroit, MI 48242, inside the Detroit Metropolitan Airport (DTW). The cut-off date for hotel reservations is February 24, 2020. Room rates are $154 per night for a single/double room.

**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

For more information, call 800-556-3653 or email Sobeida Orantes at saorantes@mcaa.org.
Dispatchers Professional Development Training Program
The Westin Detroit Metropolitan Airport
Detroit, MI
March 30-31, 2020

Attendee Information

Name ___________________________________________ Badge Name __________

Company Name ___________________________ Title ______________________

Street Address __________________________________________ 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 30. Please plan your arrival accordingly!

Registration Payment

☐ Check (payable to MSCA) ☐ Credit Card*  

*Our process for collecting credit cards has changed to enhance the security of your personal information. Please choose one of the options below:

☐ Send a secure web link (this link lets you input your information and send it to MSCA securely; the link will expire within 5 business days) Email __________________________________________

☐ Call me for the information  

Name___________________________________ Phone ______________________________ Best Time to Call________________________

We accept credit card payments for registrations and hotel reservations. Your registration and hotel will be confirmed when we receive your payment.

Hotel Registration

<table>
<thead>
<tr>
<th>Room Type</th>
<th>Room Rate</th>
<th>King Bed</th>
<th>2 Beds</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard Single/Double</td>
<td>$154.00</td>
<td></td>
<td></td>
</tr>
</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.  
Rooms at the Group Rate Are Subject to Availability
The hotel cut-off date is February 24, 2020. After this date, rates and room types may change. A credit card is required to confirm your reservation but will not be charged until check in. Reservations canceled within 24 hours of the day of arrival will result in charge of one night’s stay. All rates are subject to a 15% tax per room per night.

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: ___________________________