

Dispatchers Professional Development Training Program

November 9-10 2023
Grand Hyatt Seattle

MSCA's Dispatchers Professional Development Training is a highly interactive program that includes presentations, group exercises, self-assessment tools, and discussion groups. 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.

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

MSCA

Mechanical Service Contractors of America

About the Presenter



The program was developed by a task force of MSCA contractors in partnership with TRAINSTITIONS Consulting Group. Lead instructor for this program is Dave Bavisotto, Vice President of Sales and Business Development from Illingworth-Kilgust Mechanical Service Group. He is an accomplished leader in the HVAC industry with over three decades of experience, and is a popular and highly acclaimed instructor for MSCA, having taught local service seminar programs, and classes for the MSCA Sales Institute.

Registration

The registration fee for Dispatchers Professional Development Training Program is \$975 for MSCA members. The non-member rate is \$2,000 per person. This fee includes all program materials, meals (two breakfasts, two lunches, and one dinner on Thursday night), and a comprehensive workbook.

Hotel Information

Upon registering for the program, **attendees will have to make their own reservations via the link provided** at the Grand Hyatt Seattle, 721 Pine St., Seattle, WA 98101. A link to the hotel reservation system will be provided. It is recommended they arrive on Wednesday, November 8 and depart Friday, November 10 after class ends. The hotel is 15 miles from Seattle-Tacoma Airport (SEA). The room rate for this course is \$175 per night via the link , plus taxes and fees. Self parking onsite is \$37/night, and Valet parking onsite is \$58/night. The hotel cut-off date for reservations is Wednesday, October 11, 2023. After that point reservations and rate are dependent upon hotel availability.

**Please note you must make your own hotel reservations with the link provided at registration. Do not call the hotel directly. You are responsible to pay for your hotel and transportation.*

Thursday, November 9th	Friday, November 10th
7:30 AM Breakfast	7:30 AM Breakfast
8:00 AM Instruction Begins	8:00 AM Instruction Begins
Lunch	Lunch
1:00 PM - 5:00 PM Instruction	1:00 PM - 3:00 PM Instruction
6:00 PM Dinner	3:00 PM Class ends Departures at leisure

This schedule is subject to change. Any changes will be communicated with the class. An email with the final schedule is sent approximately one week before the class.

* Please note, instruction on the final day will end no later than 3pm.

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

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