

# MSCA Service Managers Training Program

November 13-16, 2023  
Grand Hyatt Seattle  
Seattle, WA

Service leaders often find themselves living a life of reaction; reacting to jobs going poorly, upset customers, field personnel issues, internal office conflicts and the list goes on and on. As Service Leaders it's hard to work on the business when you're constantly working *in* the business. With proper business and financial management, one can minimize the constant barrage of distractions and begin to focus more of their time where it matters – on the business. Whether you are new to service leadership or a tenured employee, this class has something for everyone.

Managers wear so many hats throughout the day that it is sometimes difficult to decide which one is the most important. Throughout this course participants will learn how to make a smooth transition from peer to supervisor, focus on the important roles and responsibilities of a manager, stay away from the deadly “career stoppers” that can sabotage a promising future, identify what employees really need from their managers, and become an enlightened leader that others want to follow.

## Who Should Attend

Any manager at a mechanical service company will benefit from this broad range of management training. This program is especially recommended for managers who have come up through the trades and have had little or no formal management training as well as those who want to enhance their management skills and become more effective leaders.

## INSTRUCTORS



Steve Thomas is a teacher that goes beyond the classroom to motivate and inspire you by challenging you to look at things with a new perspective and understand why being intentional in what you say and do, especially in your team, will bring higher productivity and an all round better professional environment. Steve consistently ranks as MSCA's highest rated speaker, and is a popular speaker throughout the industry.



David Geith will present the financial sessions during the program. David is a seasoned professional with over 29 years of experience in the HVAC industry. With a focus on building control system sequence and operation, sales and estimating, system design, customer service, and repair maintenance. David joined the Mesa Energy/EMCOR team is currently Vice President of Service overseeing the largest HVAC service company in Los Angeles and Orange County. He was responsible for managing revenues in excess of \$40M.



1385 Piccard Drive | Rockville, MD 20850  
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# MSCA Service Managers Training Program

MSCA Service Managers Training Program helps you develop the skills to:

- **Manage and Understand Day-to-Day Financials**
- **Use Daily Leadership to Develop and Coach Your Team**
- **Manage Conflict**
- **Create a Team Culture**
- **Identify and Develop Core Values**

## SCHEDULE OF EVENTS

*Please note: Schedule below is subject to change. Final schedule and class information will be provided one week prior to class.*

Monday, Nov 13	Tuesday, Nov 14	Wednesday, Nov 15	Thursday, Nov 16
7:30 AM Breakfast	7:30 AM Breakfast	7:30 AM Breakfast	7:30 AM Breakfast
8:00 AM Instruction Begins	8:00 AM Instruction Begins	8:00 AM Instruction Begins	8:00 AM Instruction Begins
Lunch	Lunch	Lunch	Lunch
1:00 PM – 5:00 PM Instruction	1:00 PM – 5:00 PM Instruction	1:00 PM – 5:00 PM Instruction	1:00 PM – 3:00 PM Instruction
Dinner on own	Dinner on own	6:00 PM Group Dinner	Departures at Leisure

## Registration Fee

The registration fee for the four-day program is \$1,575 for MSCA members and \$3,600 for non-MSCA members. The cost includes tuition, course materials, breakfast and lunch each day, as well as one dinner, and a certificate of program completion. Full payment is required at the time of registration. Each program is limited to 30 attendees, and registration is on a first-come, first-served basis.

## Travel and Hotel Information

Upon registering for the program, attendees will **have to make their own reservations with the link provided at registration**. The hotel is the Grand Hyatt Seattle, 721 Pine St., Seattle, WA 98101. It is recommended to arrive on Sunday, November 12 and depart Thursday, November 16 after class ends. The hotel is 15 miles from Seattle-Tacoma Airport (SEA). The room rate for this course is \$229 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 Monday, October 16, 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 own hotel and transportation.

**If you have any questions, please email Sobeida Orantes; [saorantes@mcaa.org](mailto:saorantes@mcaa.org).**



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