

WHAT'S NEW

2012 MSCA Educational Conference Has Surprises in Store



The MSCA Educational Conference – MSCA Live 2012 – is headed to Carlsbad, CA, October 14-17, and we recommend you hold on to your hat and prepare for the unexpected. We won't tell you more than that right now, but watch your mail in May for registration information and how this year's event will be bigger and better than ever. MSCA is taking

over the entire Park Hyatt Aviara Hotel to put on a program that will provide the most outstanding opportunity to learn and network with your peers. Want more? This year's Optional Program will be *Taking Energy Services to the Next Level*, a special program on how integrating energy savings services into your business can differentiate you from your competitors.

Energy Solutions Summit Will Bowl You Over!

If you want to be the energy solutions provider of choice in your marketplace, this program is right up your alley!

The new 2012 Energy Solutions Summit to be held May 16 - 17 in Baltimore, MD, will provide the skills needed to benchmark buildings, develop Energy Service Agreements and market your energy saving expertise. The brand new Energy Solutions Profile (ESP) software will also be demoed for the first time at this event. Click [here](#) for registration details.



Hiring and Firing Webinar Up Next

Our sales webinar series continues with *Hiring and Firing Salespeople*, to be held on Wednesday, April 18 at 1:00 p.m. Eastern Time. Wayne Turchetta, HMC Service, Louisville KY, and Dave Bavisotto, Illingworth-Kilgust Corp., Milwaukee, WI, will tag team the presentation, showing how they have successfully navigated the ups and downs of hiring and firing sales personnel during their careers. Also to be discussed will be ways to validate a candidate's background, experience and potential fit with the company, and developing a transition process for successfully onboarding new hires. To register for this program, which is free to MSCA members, click [here](#).

And don't forget, the extremely popular webinar *Developing the Sales Plan* is available for limitless viewing by clicking [here](#).

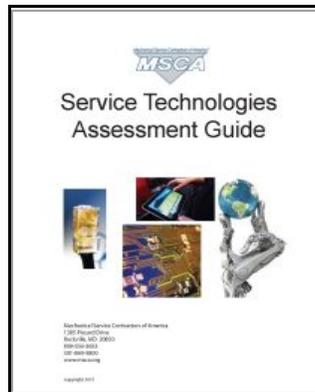
LAST CHANCE IN 2012!

Growing and Developing Service Supervisors

May 10 - 12

Indianapolis, IN

[Register today!](#)



[Read up before investing in service technologies.](#)
[Download our Guide here.](#)

Growing & Developing Service Supervisors Offered for Last Time This Year

Your service supervisors will leave this two-day program, to be held May 10-12 in Indianapolis, IN, with new insight and tactics they can use to manage virtually any situation in the workplace. Instructor Kevin Dougherty presents a dynamic and engaging program that really gets attendees talking. He also facilitates role plays based on real-life situations that are videotaped for participants to view. All participants receive a workbook which includes over 100 forms, policies and other materials to use throughout their career. This program continues to be MSCA's most highly rated program to date. Click [here](#) to register.

OSHA Issues Revised Hazard Communication Standard

The Occupational Safety and Health Administration (OSHA) has just issued its revised Hazard Communication Standard, which now conforms to the United Nations' Globally Harmonized System of Classification and Labeling of Chemicals. This summer, MCAA and MSCA will provide a new Hazard Safety Training Kit to members which will include a training DVD, pocket guides, and a 20-question multiple choice test. Click [here](#) to review the MCAA/MSCA Safety Bulletin regarding the new changes and the resources available from MSCA to assist with complying with the new standard.

MSCA to Exhibit at BOMA in June

MSCA is pleased to be an exhibitor at this year's Building Owners and Managers Association (BOMA) International Every Building Conference and Expo June 24-26 in at the Washington State Convention Center in Seattle, WA. Our booth #1513 will be located at the event's Green Pavilion and we'll be promoting our GreenSTAR program and the value of hiring a service contractor that has met this qualification. If you're in the neighborhood, we hope you'll stop by to visit us.



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