

WHAT'S NEW

It's Back! Dispatcher Training Program Heightens Customer Satisfaction



Your dispatchers serve as the nerve center of your entire company. The more knowledgeable and capable they are, the better they can contribute to your business' success. MSCA will present a two-day course *Dispatcher Professional Development Training Program* February 11-12, 2013 at the Hilton Ft. Lauderdale Airport in Dania Beach, FL. Back by

popular demand and newly updated, the course will enhance your dispatcher's skill set through group exercises, self-assessment tools and discussion groups. Corporate training expert Nancy Bandy of TRANSITIONS will lead the program. Cost of the class is \$850 per person. For more information or to register, [click here](#).

Your One-Stop Guide to All Things Labor

The online MSCA/UA Labor Resource Guide, available at www.mcaa.org/msca/labor/, provides mechanical service contractors and local UA unions with quick and easy access to a wide range of resources and publications to help expand service opportunities in their area.



The guide was a collaborative effort of the members of the Joint UA/MSCA Labor Committee whose goal was to consolidate the various resources available from MSCA and the UA with regards to training, certification, national agreements, recruiting and other labor issues. Most of these resources can be downloaded at no charge.

Topics in the guide include:

- National Service and Maintenance Agreement
- UA STAR Certification
- HVAC Apprentice Training
- Recruiting
- Veterans in Piping (VIP) Program
- International Training Fund
- And Much More!

It's Deja Vu All Over Again!

MSCA LIVE 2012

Memories and More



Relive your MSCA LIVE 2012 experience or check out what you missed by [clicking here](#).

Complete Sales Excellence Webinar Series Is at Your Fingertips

If you're ready to up your game in the sales field, it's well worth your time to view the *Building the Ultimate Sales Team* webinar series. All six webinars, PowerPoint presentations, and respective supplemental materials are now available to you at www.msca.org. The series will help you navigate many of the common sales issues you face today including hiring and firing salespeople, transitioning technicians to sales people, and developing sales leadership. Watch future issues of *Dateline* for information about 2013's webinar series and other events.

MSCA GreenSTAR Program in the *ACHR NEWS* Spotlight

Interest in the MSCA GreenSTAR program continues to grow with the publication of a feature article *GreenSTAR Contractors Leading the Way* in the November 12, 2012, edition of *ACHR NEWS*. The two-page article describes the trend-setting program and includes interviews with three GreenSTAR qualified contractors. [Click here](#) to read the article.

Want to be part of this leading edge program that is helping MSCA contractors differentiate their business in their marketplace? Then apply to become GreenSTAR qualified! [Click here](#) to view the new GreenSTAR Web site or [click here](#) to go directly to the GreenSTAR program application.

A Simple Act of Kindness

MSCA members are the best and this was demonstrated yet again just recently when Haakon Industries of Canada collected donations to aid victims of Hurricane Sandy in New Jersey. Haakon's Graham Unwin led the effort which resulted in a donation of over \$1,600 by his company and staff plus Local 516. The donation was sent to Mike Rapp of Binsky & Snyder Service, LLC in Piscataway, NJ. Mike and Graham met at MSCA LIVE 2012 in October of this year and have kept in touch since. The funds have been forwarded to the UA Local 24's (Lodi, NJ) Emergency Relief Fund. "The kind actions of people wishing to help others in need never cease to move me," said Rapp.

THANKS TO OUR MSCA LIVE 2012 SPONSORS!



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