



Mechanical Service Contractors of America *Presents*

Dispatchers Professional Development Training Program



This updated two-day program is designed to help new or experienced dispatchers advance their careers, improve satisfaction with their jobs, understand their vital role in the company, and significantly enhance their ability to contribute to their company's success.

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.

September 12-13, 2018

Marriott Kansas City Airport

Kansas City, MO

PROGRAM OUTLINE

Module 1



The Dispatcher and the Service Organization

- ◆ The Dispatcher's Influence in the Organization
 - ◆ The Dispatcher's Impact on Profitability
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Module 2



Communication Skills for the Dispatcher

- ◆ Communication Skills for Interfacing with All Types of People
 - ◆ Four Styles of Communication
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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
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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
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Module 5



Managing the Service Manager

- ◆ Managing Upward
 - ◆ Benchmark Self-Evaluation
 - ◆ Interpersonal, Self-Management and Technical Skills
 - ◆ Taking Charge of Your Job and Career
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Module 6



Working with the Rest of the Team

- ◆ A Day in the Life of a Dispatcher
 - ◆ Getting Rid of Stress
 - ◆ Personal Action Plan
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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 TRANSITIONS 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 Wednesday, September 12 from 7:30 am - 4:00 pm and Thursday, September 13 from 7:00 am - 3:00 pm. Breakfast and lunch will be provided on both days. The cost of the class is \$925 per person (member rate), and the class size is limited. The hotel is located only a mile from Kansas City International Airport at 775 Brasilia Avenue Kansas City, MO 64153. The cut-off date for hotel reservations is August 22, 2018. Room rates are \$149 per night for a single/double room and complimentary airport shuttle service to the hotel is available.

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

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Rockville, MD 20850
301-869-5800
www.msca.org





**Dispatchers Professional
Development Training Program**
Marriott Kansas City Airport, Kansas City, MO
September 12-13, 2018



Attendee Information

Name _____ Badge Name _____
 Company Name _____ Title _____
 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	

MSCA Registration & Housing Policy
 Registration fee due at time of registration (all registration based on first-come-first-serve basis – class size limited).

MSCA Cancellation & Refund Policy
 No penalty for cancellation 30 days prior to program date. After that date, reimbursement will be dependent on the filling of your vacancy.

Program begins at 7:30 a.m. on Wednesday, September 12. Please plan your arrival accordingly!

Registration Payment

Check (payable to MSCA) AMEX MC VISA

Account Number _____ Expiration _____
 Cardholder Name _____ Billing ZIP Code _____
 Signature _____

Hotel Registration

Room Type	Room Rate	King Bed	2 Beds
Standard Room	\$149.00		

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.
 Program registrations will be accepted after this date pending availability.
The hotel cut-off date is August 22, 2018. After this date, rates and room types may change. Reservations cancelled within 72 hours of the arrival day will result in forfeiture of deposit. All rates are subject to a 17.35% tax per room per night.

AMEX MC VISA

Account Number _____ Expiration _____
 Cardholder Name _____ Billing ZIP Code _____
 I authorize the following to be charged to the credit card provided: Deposit Room & Tax All Charges
 Signature _____

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: _____