



Plumbing Service Roundtable

June 21, 2018 • Chicago Hilton O'Hare Airport Hotel



Plumbing Service Roundtable

This year, the PCA is hosting a one-day roundtable to bring an in-depth discussion about plumbing service to companies that are trying to optimize their operations. The roundtable is intended for contractors that have existing service operations to learn from each other on what is working, niche markets that present opportunities and improving the quality of their manpower.

The goal of this roundtable will be to learn as much as you can without keeping you away from your operations for longer than necessary. It will be held at the **Hilton O'Hare Airport Hotel**, conveniently connected to the terminal so that attendees can fly in and fly out the same day if necessary. The round table will begin at 10:00 AM to allow for morning arrivals. Hotel rooms will be available if required.

The session is intentionally small. We are limiting this to 30 attendees and only one representative from each company. For roundtables to be effective, they need to be small enough so that everyone can share and have as many unique experiences as possible. Registration will be available on a first-come, first served basis. A wait list will be available in case of cancellations.

Tentative Agenda - *(All times are based on local Central Time Zone)*

10:00 AM	Introductions — Where and what markets your company serves.
10:30 AM	Recruiting, Retention and Employee engagement
11:00 AM	Training and Apprenticeship Programs
11:30 AM	Dispatch Software and Technology
12:00 PM	Lunch
1:00 PM	Next Generation Service Software
1:30 PM	Innovative Markets for Plumbing Service Contractors
2:00 PM	Working with CBA's and the National Service Agreement
2:30 PM	Opportunities in Becoming Certified Re-Seller
3:00 PM	Inventory Management and Truck Setup
3:30 PM	Future Topics for Roundtable Discussion and Next Steps

Details

Location: Hilton O'Hare Airport Hotel
Date: Thursday, June 21, 2018, 10:00 AM – 4:00 PM CDT
Registration: \$150 per Attendee *(Limit one attendee per company)*



2018 PCA Plumbing Service Roundtable

Hilton Chicago O'Hare Airport

Chicago, IL

June 21, 2018

Attendee Information (Please use one form per primary attendee from each company)

Name _____ Badge Name _____
Company Name _____ Title or Job Function * _____
Street Address _____
City _____ State _____ Zip _____
Registrant's Email * _____ Work Phone _____

Email address(es) to send meeting confirmation: * _____

** Indicates required field*

Registration Fee	Price
Attendee Registration	\$150

☐ Check (payable to MCAA)

☐ AMEX

☐ MC

☐ VISA

Account Number _____ Expiration _____

Cardholder Name _____ Billing Zip Code _____

Signature _____

Hotel Registration

Room Type	Rate	King	2 Beds
Standard Room	\$ 199.00		

Arrival _____ Departure _____

Hilton Honors # _____

Do you have any special hotel requirements? _____

Rooms at the Group Rate Are Limited And Subject To Availability

Reservations are made on a first come, first serve, space available basis. Every effort will be made to confirm bedding type, although, bedding guarantees are not confirmed. Hotel room rates are for Single and Double occupancy. Hotel room rates are subject to applicable local and state taxes; currently 17.4%. Taxes are subject to change without notice. Check in time is 4:00 PM and check out time is 12:00 PM. **Cancellations within 72 hours of arrival will result in forfeiture of deposit.**

☐ Credit Card is Same as Above

☐ Check (payable to Hilton Chicago O'Hare Airport)

☐ AMEX

☐ MC

☐ VISA

Account Number _____ Expiration _____

Cardholder Name _____ Billing Zip Code _____

Signature _____

<p>If you have questions, please contact the MCAA Meetings Department:</p> <ul style="list-style-type: none">By phone: (301) 869-5800By e-mail: eventregistration@mcaa.orgBy fax: 1(240) 238-2699By mail: Meeting Dept., 1385 Piccard Drive, Rockville, MD 20850 <p>Our business hours are 9:00 am–5:00 pm Eastern Time Monday through Friday.</p>	<h3>MCAA Cancellation & Refund Policy</h3> <p>If it becomes necessary to cancel your participation in the conference, please send written notification to MCAA as soon as possible. Please note the following refund information:</p> <p>Substitutions are always accepted.</p> <p>You will receive a full registration refund if you cancel by June 6, 2018.</p>
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