



Plumbing Contractors of America's 2020 Plumbing Service Conference



August 24-25, 2020
Baltimore BWI Hilton ✈ Baltimore, Maryland

Facility Tour Hosted by:



Plumbing Service Conference

Tentative Agenda

Monday, August 24

5:00 p.m. Conference Overview, Sean McGuire

JPG Plumbing Corporate Overview

John Geiling, President and Marc Gluck, Vice President will provide an overview of JPG Plumbing's operation, markets, training and service scope.

6:00 p.m. Water Quality Program

Rich Bentkowski, UA ITF Training Specialist, and **Ed Gormley**, Gormley Plumbing will provide an overview of a new program helping service contractors obtain work in medical facilities.

6:45 p.m. Reception and Dinner

Tuesday, August 25

7:00 a.m. Breakfast

8:00 a.m. Bus Boarding

8:30 a.m. JPG Plumbing Facility Tour

The tour will include two locations - headquarters and offsite vehicles

Headquarters:

1. Dispatch, GPS, Vehicle Tracking.
2. Sales, Business Development and CRM.
3. Training
4. Standard Plumbing Service Vehicle Tour.

Offsite Vehicle Lot

1. Crawler Truck
2. Vactor Truck
3. Sewer Jetter
4. Pumper and Low Profile Pumper

11:00 a.m. Return to Hotel for Roundtable Discussions

11:30 a.m. Q&A and Feedback with JPG Plumbing

12:00 p.m. Lunch

1:00 p.m. Recruitment and Training of Service Plumbers

Plumbing service is a dirty job and it can be difficult to find manpower willing and able to work for you. This session will discuss how to find capable employees to supplement those recruited through the JATC.

1:30 p.m. Sales and Marketing

In order to generate new business, sales and marketing strategies are required. This includes lead generation, advertising and website development. This session will discuss those methods as well as how to manage sales personnel.

2:00 p.m. Service Software

A successful service operation runs on the back of the right service software. This roundtable will discuss the positives and negatives of many of the options available and how contractors are using them more effectively

2:30 p.m. Adding Plumbing as a Service Contractor

Adding plumbing service operations for a contractor that already performs mechanical service can be easier and more challenging. This roundtable will discuss considerations that need to be made to be a full-service contractor.

3:00 p.m. Program Concludes

About JPG Plumbing & Mechanical Service:

JPG Plumbing & Mechanical Services is a Commercial Plumbing, Industrial Vacuum, & Mechanical company that is headquartered in Jessup, Maryland. They serve the Maryland, Washington, DC and Virginia areas and offer 24/7 Emergency, Preventive Maintenance and Inspection Services. Their customers include commercial property managers, building owners, government agencies, hospitals and educational facilities.

