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.
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 TRAINSITIONS 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 Monday, September 14 from 7:30 a.m.-4:00 p.m. and Tuesday, September 15 from 7:00 a.m.-3:00 p.m. Breakfast and lunch will be provided both days. A dinner will be held on Monday evening. The cost of the class is $925 per person (member rate), and the class size is limited. The Westin Detroit Metropolitan Airport is located at 2501 Worldgateway Place, Detroit, MI 48242, inside the Detroit Metropolitan Airport (DTW). The cut-off date for hotel reservations is August 20, 2020. Room rates are $179 per night for a single/double room.

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

<table>
<thead>
<tr>
<th>MSCA/MCAA Member</th>
<th>$925</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-Member</td>
<td>$1,800</td>
</tr>
</tbody>
</table>

Program begins at 7:30 a.m. on Monday, September 14. Please plan your arrival accordingly!

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.

Registration Payment

☐ Check (payable to MSCA)  ☐ Credit Card*

*Our process for collecting credit cards has changed to enhance the security of your personal information. Please choose one of the options below:

☐ Send a secure web link (this link lets you input your information and send it to MSCA securely; the link will expire within 5 business days)
  Email ______________________________________________________________

☐ Call me for the information
  Name_________________________ Phone __________________ Best Time to Call_____________________

We accept credit card payments for registrations and hotel reservations. Your registration and hotel will be confirmed when we receive your payment.

Hotel Registration

<table>
<thead>
<tr>
<th>Room Type</th>
<th>Room Rate</th>
<th>King Bed</th>
<th>2 Beds</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard Single/Double</td>
<td>$179.00</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Arrival Date _______________________________ Departure _______________________________
Total Number of People in Room _______________________________ Date Sharing _______________________________
Do you have any special hotel requirements? _______________________________ with _______________________________

Please contact Sobeida Orantes, MSCA at 800-556-3653 if you require special accommodations to fully participate in this event.

Rooms at the Group Rate Are Subject to Availability. The hotel cut-off date is August 20, 2020. After this date, rates and room types may change. A credit card is required to confirm your reservation but will not be charged until check in. Reservations canceled within 24 hours of the day of arrival will result in charge of one night’s stay. All rates are subject to a 15% tax per room per night.

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: _______________________________