This updated 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 interactive, six week virtual program, which includes presentations, group exercises, self-assessment tools, and discussion groups, will be held every Thursday from 2 PM – 3:30 PM EDT, starting September 17 – October 29, 2020. (There will be no class held on October 15.) The cost is $725 and includes all course materials, which will be mailed to participants prior to the start of the program.

For more information, call 800-556-3653 or email Sobeida Orantes at saorantes@mcaa.org.
Dispatchers Professional Development Training
6 WEEK VIRTUAL PROGRAM

September 17–October 29, 2020

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>$725</th>
</tr>
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<tbody>
<tr>
<td>Non-Member</td>
<td>$1,800</td>
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</tbody>
</table>

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

The program will run every Thursday from 2 – 3:30 PM EDT, September 17 – October 29, 2020.
There will be no class held on October 15.

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)
E-mail __________________________________________________________________________

☒ Call me for the information
Name___________________________________ Phone _______________________________ Best Time to Call_____________________

For Office Use

Payment: ____________________________________________________________
Database: _________________________________________________________________________
Hotel: __________________________________________________________________________