

MSCC Service Contractor FORUM

Sunday November 13, 2016 * Disney Yacht & Beach Club Resort * DisneyWorld, Florida * 9:30am – 5:30 pm

Accelerate Your Service Team

Perform Beyond Customer Expectations...

The Mechanical Service Contractors of Canada (MSCC) invites you to join us for an afternoon of education and open discussions at our annual MSCC Forum for Service Contractors. Our Forum will take place **Sunday, November 13, 2016** in Lake Buena Vista, Florida at the Disney Yacht & Beach Club Resort. We encourage all our members and MCA Canada conference delegates to join us from 9:30 am – 5:30 pm. It only happens once a year... so don't miss this exceptional opportunity to learn and share.

Schedule of Events

- 9:30am - 9:45am: Continental Breakfast & Welcome
- 9:45am - 10:45am: Peer Group Roundtable Discussions
- 10:45am - 11:00am: Break with Refreshments
- 11:00am - 1:00pm: Accelerate Your Service Team – Part 1
- 1:00pm - 2:00pm: Lunch N Learn
- 2:00pm - 3:00pm: Accelerate Your Service Team – Part 2
- 3:00pm - 3:15pm: Break with Refreshments
- 3:15pm - 4:30pm: Accelerate Your Service Team - Part 3
- 4:30pm - 5:30pm: Peer Group Roundtable Discussion

Keynote Speaker

Kevin Dougherty has been speaking to the construction industry for close to 3 decades teaching thousands of professionals in the construction industry. will lead the presentation again this year with Part 1 focusing on picking the right players; training & coaching your team to do the job right; developing your staff's service psychology; monitoring customer service standards; improving team interaction; team understanding the importance of keeping customers informed & holding your team accountable. Part 2 will deal with the multigenerational workforce; communication; motivating your people; what's important to your team; Part 3 includes dealing with difficult workers; establishing standards, turning average techs into great techs; understanding your role as leader.

Peer Group Discussions

Kevin has been speaking to the construction industry for close to 3 decades. He has taught thousands of people in various seminars. In addition to speaking and writing articles, Kevin has served as sales manager, project manager, operations manager, and corporate trainer for a multimillion-dollar mechanical contractor and specialty services contractor. His entertaining and informative presentation is why he is one of the industry's top educators and speakers.

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MECHANICAL SERVICE CONTRACTORS OF CANADA

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REGISTRATION INFORMATION...

First Name:		Last Name:	
Additional Attendee:		Last Name:	
Company Name:		Title:	
Company Address:			
City:	Province:	Postal Code:	
Bus. Tel: ()	Bus. Fax: ()	eMail:	

Fees: (Please ✓)

☐ MCAC Conference Delegate **\$ Free** ☐ One Day Forum Only **\$350 U.S.** (\$450 Cdn) + GST

REGISTRATION PAYMENT...

☐ *Cheque (Members Only - Payable to MCA Canada) ☐ MasterCard ☐ Visa ☐ American Express

Credit Card #: _____

Expiry Date: _____

Cardholder: _____

Signature: _____ Date: _____

SEND THIS FORM TO...

Mechanical Service Contractors of Canada

601-280 Albert Street
Ottawa, ON K1P 5G8
Fax: (613) 235-2793
or Email: daryl@mcac.ca

EVENT LOCATION...

Disney Yacht & Beach Club

1700 Epcot Blvd
DisneyWorld, Florida
Room GH Salon V11
9:30am – 5:30pm

