

# NRMCA

## Workforce Development

Make your hard work pay off even more.



Skill building that addresses the efficiency and flexibility dispatchers need in a dynamic recovering market

## Register

[www.NRMCA.org/Go](http://www.NRMCA.org/Go)

**Registration Form**  
also attached

**Course Information**  
Shawnita Dickens  
888-846-7622 x1154  
[sdickens@nrmca.org](mailto:sdickens@nrmca.org)

**Registration and  
Travel Information**  
Jessica Walgenbach  
240-485-1152  
[jwalgenbach@nrmca.org](mailto:jwalgenbach@nrmca.org)

## Dispatcher Training Forum

January 8-10, 2019, Orlando, FL

**Today more than ever:** Dispatchers work under increasing pressure, juggling competing demands in a recovery market. New dispatchers often learn unevenly while under fire. Seasoned veterans can find it difficult to step back and find ways to improve.

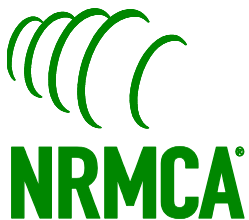
**An effective course:** With a small class-size and lots of personal attention from expert instructors, this class arms dispatchers, schedulers, shippers and managers with the ready-mixed concrete-specific technical, practical and customer-service skills needed to succeed.

**Put learning to work:** Attendees return ready to perform even more efficiently in core skill areas:

- **Putting Orders in Order:** Mastering technical, practical and customer-service issues
- **Scheduling Success:** Juggling priority customers, advance notices, callbacks & more
- **Technically Speaking:** Gaining basic product and materials knowledge
- **Supporting Efficiency:** Understanding batching basics & plant operations flow
- **Sustaining Compliance:** Drivers' hours of service, safety & environmental regulations and best practices that impact scheduling and delivery flow
- **People Professionalism:** Managing stress, phone skills and peers
- **Details, details, details:** Clean-ups, small load charges, CODs...the list goes on and on

Look for the full class agenda at [www.NRMCA.org/STEPS](http://www.NRMCA.org/STEPS)

**Register today. These skills will make an immediate difference.**



This course is part of NRMCA's Seminars, Training and Education Programs, STEPS®, and earns you credit towards becoming a **CCP**, a Certified Concrete Professional, The highest professional designation in the industry.



Make your hard work  
pay off even more.

Gain skills that control costs, implement efficiencies, support customer service and grow revenue!

# Dispatcher Forum

Tuesday, January 8 – Thursday, January 10, 2019

Orlando, FL

Tuesday and Wednesday Class: 8am – 5pm

Thursday Class: 8am – 11am, Exam: 11am – 12:30pm

*NRMCA reserves the right to close registration in order to not exceed capacity. Early registration is encouraged.*

Submit separate form for each registrant. Save a copy for your files.

Name/Title \_\_\_\_\_

Company \_\_\_\_\_

Address (No PO Boxes) \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Phone/Fax/Email \_\_\_\_\_

Emergency Contact Name/Phone \_\_\_\_\_

Supervisor Name/Title \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Phone/Fax/Email \_\_\_\_\_

Please provide e-mail addresses for all requesting to receive registration confirmations: (notification does not guarantee that class will run).

Email address \_\_\_\_\_ Email address \_\_\_\_\_

Special needs/dietary requirements.

\_\_\_\_\_

## Course & Travel Information:

**DoubleTree by Hilton Orlando Downtown**

60 S Ivanhoe Boulevard, Orlando, FL 32804

Phone: (407) 425-4455

**Meeting Room Name:** Please refer to the hotel reader board on-site.

**Hotel Reservations:** (866) 247-3571 or (407) 425-4455, option 1

**Online Reservations:** <https://book.passkey.com/e/49693846>

**Call-In Code:** NRMCA Dispatcher Training, RMC

**Room Rate:** \$139 night plus applicable taxes. (1) one complimentary breakfast voucher per room per day included in discounted room rate.

**Reservation Cut-Off Date:** Saturday, December 8, 2018 or whenever the room block sells out, whichever occurs first.

**Closest Airport:** Orlando International Airport (MCO) is located approximately 10 miles/20 minutes from the host hotel.

**Transportation:** The hotel does NOT offer shuttle service. A taxi or shared shuttle will cost approximately \$42 - \$45 (one way). An Uber/Lyft service will cost approximately \$26 – \$32 (one way). To schedule a shared shuttle, contact Mears Transportation at (407) 423-5566.

## Registration Fees

\$850 NRMCA Member |  \$1250 Non-Members

## Group discounts for NRMCA Members only

Register 3-5 Members and receive a 10% discount on each registration. Register 6 or more members and receive a 15% discount on each registration. Please submit separate registration forms for all attendees.

## Payment Method:

Check (make check payable to NRMCA)

Mail registration form and check to:

SunTrust Bank, c/o NRMCA

P.O. Box 79433, Baltimore, MD 21279

VISA  MasterCard  AMEX

## Card Number

Exp. Date

CVV#

Name on Credit Card (print)

## Signature

For credit card payment, fax form to:

NRMCA, Meetings. Dept., (301) 565-8200 or [meetings@nrmca.org](mailto:meetings@nrmca.org)

**Credit card or check, must accompany registrations. NRMCA no longer accepts P.O.#'s. Please provide a credit card number or check with all registrations.**

**Important:** NRMCA reserves the right to cancel this event. **If cancelled, NRMCA will notify registrants via e-mail by COB, Tuesday, December 4, 2018.** NRMCA will refund the entire registration fee but is not responsible for airline and hotel reservation fees. It is advisable not to make travel arrangements until you receive confirmation that the course will run. **Class confirmation will be sent no later than December 4.** You are responsible for making and paying for your own hotel and travel arrangements.

**Parking:** Covered parking for overnight guests is \$18 for self-parking and \$21 for valet (plus applicable taxes). For day guests, parking is \$13 for self-parking and \$18 for valet (plus applicable taxes).

**Return flights should NOT be made before 3:30 pm on Jan. 10, 2019.**

**Cancellation Policy:** Full cancellation refunds, less a \$100 administration fee, will be extended until **Tuesday, December 18, 2018.** All cancellations after that date will not be refunded. Fee cancellations cannot be transferred to a future class. Registration cancellations must be made in writing to:

NRMCA Meetings Dept.  
900 Spring Street, Silver Spring, MD 20910

Course follows all federal anti-trust guidelines.



**For NRMCA Use Only**

Date Processed: \_\_\_\_\_

Confirmation