

NRMCA

Workforce Development



Dispatcher Training Forum January 28 – 30, 2020 | Orlando, FL

Course Information

Shawnta Dickens

Phone: (240) 485-1154

Email: sdickens@nrmca.org

Registration and Travel Information

Jessica Walgenbach

Phone: (240) 485-1152

Email: jwalgenbach@nrmca.org

Course follows all federal anti-trust guidelines.

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

For more information, visit www.nrmca.org/steps

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 and plant operations flow
- **Sustaining Compliance:** Drivers' hours of service, safety and 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

Register today. These skills will make an immediate difference.

BUILD WITH STRENGTH

A COALITION OF THE NATIONAL READY MIXED CONCRETE ASSOCIATION

PAVE AHEAD

DURABLE. SUSTAINABLE. CONCRETE.



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Class times: Day 1 – 2: 8:00 am – 5:00 pm | Day 3: 8:00 am – 11:00 am

Exam time: Day 3: 11:00 am – 12:30 pm

NRMCA USE ONLY

Date:

Member ID:

Confirmation#

ATTENDEE INFORMATION

Name/Title: _____

Company: _____

Mailing Address: _____ City/State/Zip: _____

Phone: _____ Fax: _____ Email: _____

Emergency Contact Name/Phone: _____

Dietary Restrictions/Special Needs: _____

Please Send Registration/Receipt Confirmation Email to: _____

(Notification does not guarantee class will run.)

COURSE FEES/PAYMENT AUTHORIZATION

\$950 NRMCA Member | \$1,350 Non-Member

Check Payment:

*By sending a check there will be a delay in processing.

(Make check payable to NRMCA)

SunTrust Bank, c/o NRMCA, P.O. Box 79433 Baltimore, MD 21279

Select One: Visa MasterCard AMEX

Card Number: _____

Exp. Date: _____

CVV#: _____

Cardholder Name: _____

Registration without payment will NOT be confirmed.

COURSE LOCATION AND TRAVEL INFORMATION

Course and Hotel Room Block Location:

Embassy Suites Orlando – Lake Buena Vista Resort

8100 Lake Street, Orlando, FL 32836

Phone: (407) 239-1144

Meeting Room Location: Buena Vista I (subject to change)

Parking: Overnight self-parking is \$13/day and overnight valet parking is \$19/day, both with in/out privileges.

Room Rate: \$169 per night plus applicable taxes. Room rate includes complimentary hot breakfast buffet and evening reception served in the hotel atrium and complimentary internet access in guest rooms.

Cut-Off Date: Monday, January 6, 2020, or whenever the room block sells out, whichever occurs first.

Call-In Code: RMC

Reservations: 1-800-377-8898 or book online by [clicking here](#)

Closest Airport: The closest airport is the Orlando International Airport (MCO) located 17 miles/25 minutes from the Embassy Suites Lake Buena Vista Resort.

Transportation: The hotel does NOT offer shuttle service. A taxi will cost approximately \$60 each way from ORD to the host hotel. To schedule a SuperShuttle or shared ride transportation, please contact SuperShuttle directly at (800) 258-3826.

NRMCA POLICIES/INFORMATION

Cancellation Policy: Full cancellation refunds, less a \$100 administration fee, will be extended until **January 6, 2020**. All cancellations after **January 6, 2020** will not be refunded. Fee cancellations cannot be transferred to a future class. Substitutions can be made at any time with no penalty. Registration cancellations must be made in writing to: meetings@nrmca.org.

Confirmation of Event: After registration and payment is processed, a registration receipt will be provided (allow up to 72 hours). A class confirmation, confirming the course will run as scheduled, will be sent via email no later than COB,

January 6, 2020. It is advisable not to make travel arrangements until you receive the class confirmation.

Important/Class Confirmation: NRMCA reserves the right to cancel this event. Class confirmations will be sent to registrants via email no later than COB, **January 6, 2020**. In the unlikely event the class is cancelled, NRMCA will refund the entire registration fee, but is not responsible for airline and hotel reservation fees. You are responsible for making and paying for your own hotel and travel arrangements.

Return form to: meetings@nrmca.org or Fax: (301) 565-8200