



*"This class has opened my eyes to the enormity and importance of my job as a Dispatcher. It's given me a purpose and I'm excited to make some great changes"*

*~ Jennie Fitz-Randolph; Dispatcher at Tassio Temperature Control*

**What:**

BDR's hands-on service dispatching workshop

**Who Should Attend:**

Owner, Dispatchers & Service Managers

**Accommodations:**

Hotel recommendations will be sent in your class welcome packet

**What's included:**

- Continental breakfast
- Buffet lunch
- Break snacks
- 48" x 64" color map of your service area

**What to bring:**

- Home addresses of service technicians
- Four days of service timecards for one Service Technician, along with the corresponding service invoices
- Laptop optional

## Top 5 Benefits in Attending

1. Get your degree in dispatching
2. Re-energize yourself as you spend 3 days totally focused on improving your dispatching skills
3. Fully understand your role as a dispatcher and how you can help your company improve its Service Department
4. Find out how to properly manage pending work to generate profits every month of the year
5. Return home with one completed technician service zone map – a 48" x 64" color map of your service area is included in the price of the class

**Space is limited – sign up today!**  
Call Angie Swartz @ 206-870-1880 ext. 1120

Scan the QR code for



an informational video

### Turn your Service Department into a Profit Machine!

Learn the dispatching techniques that can help turn your service department into a profit machine! Savings of as little as 10 minutes per call can generate an extra \$94,000 in revenue per technician.

Return to your company newly motivated and armed with the knowledge and skills to be the best!

Visit BDR's YouTube page:

[www.youtube.com/user/bdrcompany](http://www.youtube.com/user/bdrcompany)  
to learn more about this dispatch training!

**Don't miss this opportunity to take your dispatching skills to the next level!**

"Each time I take this class I come out excited about what we can do. I learn new things every time and refresh what I learned the time before."

~ Tricia Berson; Vice President of Air Flo Heating

# Service Dispatch University

April 26-28, 2018 in Atlanta, GA



**Overview:**

This hands-on workshop will give dispatchers the tools to be successful at their job and take their dispatching skills to the next level.

**Major Objectives:**

- Develop and refine dispatching and scheduling techniques that improve labor management, enhance customer service, and drive revenue
- Improve customer service skills through the development of scripts and phone etiquette skills
- Understand and apply reporting that will track your service department's daily performance through BDR's 8 for 10 database (included)
- Strategies for managing maintenance agreements

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**to sign up today!**

Company Name:			Contact:			
Card #:			Card Type:			
Name on Card:		Exp.	/	CID#		
Billing Address:			Email:			
City:	State:	Zip:	Company Phone #:			
<input type="checkbox"/> I hereby authorize payment to be processed using the credit card provided above and agree to the cancellation terms.						
<input type="checkbox"/> I hereby authorize payment to be processed using my payment method on file with BDR for my coaching program						
Authorized Signature:				Date:		
Important Notes		Class Fee Per Company			Payment Plan (Check Below)	
Fee does not include travel, lodging or dinner. Fee is non-refundable		Sign up	By: 3/26/18	After 3/26/18	1 Payment  3 Payments If registered minimum 3 months prior to class.	
		First Attendee	\$ 1,895.00	\$ 2,095.00		
		Each Additional	\$ 1,050.00	\$ 1,250.00		
<i>Cancellations received within 10 days of the class are non-refundable</i>						
<i>There is a \$200 per person transfer fee to move to another session. Note: new sessions may take place in a different location from the current session.</i>						
Attendee Names		Email Address		Fee	Comments	
1						
2						
3						
4						
Referred by:				Total		