



Driving Profit & Growth

Turn your Service Department into a Profit Machine

# Service Dispatch University

December 6-8, 2018 in Dallas / Fort Worth, TX



*"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:**  
Dispatchers, Owners & Service Managers

**Accommodations:**  
Hotel recommendations will be sent in your class welcome packet

**What's included:**

- Continental breakfast
- Buffet lunch
- Break snacks
- Large, colored 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 - one per company

## Top 5 Benefits in Attending

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

**This class is approved for 24 NATE Continuing Education Hours!**



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!**

**"I am absolutely bursting with ideas for my company!! There are too many Wahoos to mention. I recommend this class for every Dispatcher and Service Manager."**

**~ Adrienne Kranberg: Columbia NW Heating**



**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. Savings of as little as 10 minutes per call can generate an extra \$92,400 in revenue per technician.

**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
- Understand and apply reporting that will track your service department's daily performance through BDR's 8 for 10 database (included)
- Learn strategies for managing Maintenance Agreements

**Sign up today as space is limited.**  
**Call Angie Swartz @ 206-870-1880 ext. 1120**  
**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.		Sign up	By: 11/6/18	After 11/6/18	1 Payment
		First Attendee	\$ 1,895	\$ 2,095	3 Payments If registered minimum 3 months prior to class.
		Each Additional	\$ 1,050	\$ 1,250	
<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	