



Driving Profit & Growth

Turn your Service Department into a Profit Machine

# Service Dispatch University

August 21-23, 2019 in Seattle, WA



**“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**

### When & Where:

Aug. 21-23 in Seattle, WA

### Who Should Attend:

Dispatchers, Owners & Service Managers

### Accommodations:

Hotel recommendations will be sent in your 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



to learn more

### 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 motivated and armed with the knowledge and skills to be the best!

**Watch the Service Dispatch University video on BDR’s YouTube page:**

[www.youtube.com/user/bdrcompany](http://www.youtube.com/user/bdrcompany)

**“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**





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### 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
- 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

**Sign up today as space is limited.**  
**Call Angie Swartz @ 206-870-1880 ext. 1120**  
**to sign up today!**

Company Name:					
Card #:			Card Type:		
Name on Card:		Exp. /	CID#		
Billing Address:					
City:	State:	Zip:	Company Phone #:		
Contact Person			Email:		
<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			Payment Plan (Check Below)	
Fee does not include travel, lodging, or dinner. Fee is noted in US Dollars.	Sign up	By: 7/21/19	After 7/21/19	1 Payment	
	First Attendee	\$ 1,495.00	\$ 1,695.00	3 Payments (If registered minimum 3 months prior to class.)	
	Each Additional	\$ 950.00	\$ 1,150.00		
<i>For cancellations 30 days prior to event, there is a \$200 per person cancellation and/or transfer fee to move to another session. Note: New sessions may take place in a different location from the session you originally registered for. Cancellations received within 10 days of the class are non-refundable.</i>					
Attendee Names	Job Title	Email Address		Fee	
1					
2					
3					
4					
Referred by:				Total:	

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