

Located right in the Boston Metro area!

DISPATCHER TRAINING FORUM

November 18-20, 2008 Manchester, NH

Why attend ?

Dispatchers have challenging jobs, dealing with complex schedules, long hours and demanding clients, It's no surprise they can sometimes feel overwhelmed. When that happens, your on-time delivery and customer satisfaction suffer, and you may have to deal with job turnover.

We understand, that's why our Dispatcher Forum delivers the practical, technical, ready-mixed concrete-specific, customer-centered information and skills needed to increase productivity and job satisfaction. Class sizes are limited, so there's lots of personal attention. Send your staff to the next Dispatcher Forum. They'll be armed to succeed... so will your customers.

Who should attend?

Dispatchers, schedulers, shippers, and their managers

Program Agenda

Day 1

Dispatchers' Concrete 101

- ASTM C94, Mix Design
- Handlings/Placing/Finishing
- Basics of Trouble Shooting
- Drivers Hours of Service Regulations

The Distribution Function

- The Dispatch Work Environment
- Dispatch Problems That Prevents Success
- Taking the Order— Where Good Service Begins

Day 2

The Distribution Function, *con't.*

- Organizing the Dispatch Office for Optimal Service
- Scheduling and Scheduling Math
- Shipping
- Affecting All-over Plant Improvement

Exceptional Customer Service by Dispatchers

- Dispatcher and Customer Service
- Power of Attitude
- Attitude into Action—Connecting with Your Customer



**This course works, because
we know how dispatcher's feel.
Register today!**

Day 3

• Customer Service, *con't.*

Listening Skill Practice • Probing Question Practice
Value-added Selling Practice • Dealing with Difficult
External Customers, Dealing with Peers

To register, use the attached form or visit NRMCA.org.
For more course information, contact Gillian McBurney
at (888) 846-7622 x1166 or gmcburney@nrmca.org

For registration and travel information, contact
Jessica Moore at (888) 846-7622 x1152 or
jmoore@nrmca.org.



Certified Concrete Professional

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



