



Because you work hard for every yard.

NRMCA education works for you with solutions that pay off now!

Get the tools you need now for the efficient, effective fleet management this market demands.

Register

www.NRMCA.org/Go

Registration Form
also attached

Course Information

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Dispatcher Training Forum

March 10-12, 2009, Manchester, NH (Boston Metro Area)

Today more than ever: Dispatchers work under pressure, juggling competing demands at a fast pace. New dispatchers often learn unevenly while under fire, and even 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 and more.
- Technically Speaking: Knowing ASTM-C94 is vital to success
- People Professionalism: Managing stress, phone skills and peers.
- Details, details, details: Dealing with clean-ups, small load charges... the list goes on.

Look for the full class agenda at www.NRMCA.org/STEPS.

Register today. These skills will make an immediate difference.



Can't make it to the Manchester Course? Register for one of our other 2009 Dispatcher courses.

February 10-12, 2009 | Phoenix, AZ

Make your hard work
pay off even more.



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



