



MCA of Metro Washington Service Contractors Bureau

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June 2012

Service Bureau Newsletter

Transitioning From The Field to the Office



Panelist L-R John Payne, W.E. Bowers, Inc.; Tim Cornell, Noyes A/C Contractors, Inc.; Fred Lago, W.L. Gary Company, Inc.; and Steve Mack, Emcor Combustioneer moderator for the May 22, Service Bureau Breakfast Meeting.

Transitioning into office from the field is an exciting and often stressful time. Three members of the Service Bureau who have successfully made this transition shared their personal experiences during a panel discussion at the May 22, Service Bureau Breakfast meeting. They talked about the good, the bad and the ugly as moderator Steve Mack kept the momentum going.

Understanding the financials, adjusting to the work hours, learning how to communicate and manage people were a few of the difficult issues faced by the panel. Their audience was engaging...often sharing examples from their own life experiences.

Upcoming Service Bureau Meetings and Special Events

Sept. 12, 2012—Service Bureau Breakfast Mtg. Greenbelt Marriott

Topic—“*Motivating the Sales Force in Tough Economic Times*”

Sept. 22, 2012 - Heat’s On—Water’s Off ~ Preparations are currently underway for the **fourteenth annual** Heat’s On - Water’s Off event. This community service event is sponsored by MCAMW’s Service Bureau, Plumbers Local 5, Steamfitters Local 602, the Prince George’s Department of Family Services and the Prince George’s Fire Department. The purpose of this event is to inspect, and make minor repairs to the heating and plumbing systems in the homes of low income seniors. The Association will be looking for volunteer plumbers and steamfitters willing to donate their time and skills to help during this event. This is a half-day volunteer commitment. If you would like to be a part of this community outreach please contact the Association office at 301-731-0330. A detailed flyer will be sent to MCAMW members in July.



Heat’s On—Water’s Off committee members L-R Tim Cornell, Noyes A/C Contractors; Inspector Keith D. Yancy, Prince George’s County Fire Department; Elaine Merchant, Prince George’s County Department of Family Services; Fred Lago, W.L. Gary Company, Inc and Mary Williams, Prince George’s Department of Family Services

MSCA’s Annual Educational Conference, October 14-17, 2012 Park Hyatt Aviara, Carlsbad, CA



Registration is now open for the **MSCA Live 2012** Annual Educational Conference. This year’s theme **A TRANSFORMATION JOURNEY** “Navigating a Changing World” will spark new life into the way you think about your business and career. Planned for you is a lineup of exceptional speakers, educational break-out sessions, peer group roundtable discussions and inspiring optional events.

This year our very own Woody Woodall, W.L. Gary Company is the MSCA Chairman, Board of Managers and will be the moderator for the event. MCAMW’s Service Bureau will commemorate Woody’s year of service with a Cocktail Reception and Dinner Celebration.

If you have never attended an MSCA conference **this is the year** to lay aside all hesitations and embark on a learning experience of a lifetime.

**Enjoy saving a few bucks?* Get your registration form in prior to July 15th for the Early Bird special. For more info or to download a brochure visit http://www.msca.org/msca2012/msc_bro.pdf

Dec. 5, 2012—Service Bureau Breakfast Mtg., Greenbelt Marriott

Topic—“*MSCA STAR Program*”

News Around Town

MSCA Webinar—Compensation Packages and Other

Incentives Webinar #3—June 20, 2012 12:00 PM

<https://msca.webex.com/mw03071/mywebex/default.do?siteurl=msca>

MSCA Webinar—Technicians as Sales People

Webinar #4—August 22, 2012 1:00 PM More Info

<https://msca.webex.com/mw03071/mywebex/default.do?siteurl=msca>

Local 602 - Journeymen Training Classes— The UAM

Trades School is offering OSHA 10 & OSHA 30 Safety Certification Classes. In order for this class to move forward 12 students need to register to attend. If interested please call the UAM Trades School office at 301-341-1555.

~A dream doesn't become reality through magic; it takes sweat, determination and hard work.~ Colin Powell