



Because you work hard for every yard.

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

The New Dispatcher Training Forum... Revised course content to address depressed markets. Includes critical customer service strategies to bolster sales.

Register

www.NRMCA.org/Go

Registration Form

See 2nd page/back

Course Information

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Registration and Travel Information

Jessica Walgenbach
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Co-host State Association

Arkansas Ready Mixed
Concrete Association
(ARMCA)



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.



Dispatcher Training Forum

January 31— February 2, 2012 in Little Rock, Arkansas

Today more than ever: Dispatchers must be at the top of their game to drive your business effectively & efficiently. In this economy, they still multitask and work under pressure, juggling competing demands that require solid decision making skills. New dispatchers often learn unevenly while under fire, and even seasoned veterans can find it difficult to step back and find ways to improve.

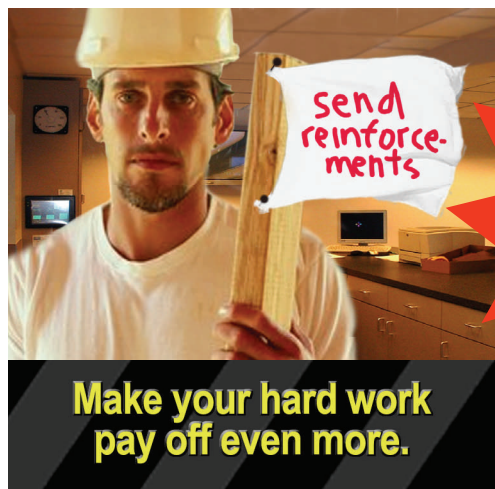
An effective course: With a small class-size and lots of personal attention from expert instructors, this class arms dispatchers, schedulers, shippers and their managers with the ready-mixed concrete-specific technical, practical and customer-service skills needed to succeed. Revised content fits 2012's order fulfillment challenges.

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.



Revised Content to Help Dispatchers Cope with the Difficult Market!

Dispatcher Forum
January 31– February 2, 2012
Little Rock, Arkansas

Class: 8am – 5pm, Tuesday and Wednesday
 8am – 12pm, Thursday
NRMCA reserves the right to close registration in order to not exceed capacity, early registration is encouraged.

Submit separate form for each registrant. Save a copy for your files.

Name/Title

Company

Address (No PO Boxes)

City/State/Zip

Phone/Fax /Email

Emergency Contact Name/Phone

Supervisor Name/Title

Address

City/State/Zip

Phone/Fax/Email

Please provide e-mail addresses for all requesting to receive registration confirmations: *(notification does not guarantee that class will run).*

Email address

Email address

Special Needs (Attach special needs information)

COURSE LOCATION

AHTD Materials Building
 11301 West Baseline Road
 Little Rock, AR 72209

HOTELS

For your convenience, the following diverse group of hotels are the closest to the AHTD training center.

Quality Inn & Suites 6100 Mitchell Drive Bryant, AZ 72022 501-562-6667, 5 miles	La Quinta Inn 408 West Commerce Bryant, AR 72022 501-847-9494, 7.3 miles
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Hometown Hotel Bryant 2921 Main Street Bryant, AZ 72002 501-653-0123, 9 miles	Hampton Inn Suites 1301 South Shackelford Little Rock, AR 72211 501-537-3000 6.5 miles
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Hampton Inn 307 Office Park Drive Bryant, AR 72022 501-847-3200, 6.3 miles	Embassy Suites Little Rock 11301 Financial Centre Parkway Little Rock, AR 72211 501-312-9000, 10 miles
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Registration Fees*

- \$ 950 NRMCA Member
- \$1350 Non-NRMCA Members

* Lunch will be provided

Group discounts for NRMCA Members only

Register 3-5 Members and receive a 10% discount on each registration
 Register 6 or more members and receive a 15% discount on each registration. Please submit a separate registration form for all attendees.

Payment Method:

- Check (make check payable to NRMCA)
 Mail registration form and check to:
 SunTrust Bank, c/o NRMCA
 P.O. Box 79433
 Baltimore, MD 21279

- VISA MasterCard American Express

Card Number

Exp. Date

Name on Credit Card (print)

Signature
 For credit card payment, fax form to:
 Jessica Walgenbach, Meetings Dept., NRMCA, (301) 565-8200

Credit card or check, must accompany registrations. NRMCA no longer accepts P.O. #'s. Please provide a credit card number or check with all registrations.

Important: NRMCA reserves the right to cancel this event. If cancelled, NRMCA will notify registrants via fax or e-mail by COB, **January 6, 2012.** (NRMCA will refund the entire registration fee, but is not responsible for airline and hotel reservation fees.) Class confirmations will be sent after this possible cancellation date. It is advisable not to make travel arrangements until you receive your confirmation. **You are responsible for making and paying for your own hotel and travel arrangements.**

Closest Airport: Little Rock National Airport (LIT)

The airport is approximately 20-30 miles / 1/2 hour drive from the training locations as well as the hotels. **Return flights from should NOT be made before 3 pm on February 2, 2012.**

Course Cancellation Policy: Full cancellation refunds, less a \$100 administration fee, will be extended until **Friday, January 6, 2012.** All cancellations after that date will not be refunded. Fee cancellations cannot be transferred to a future class. Registration cancellations must be made in writing to:
 NRMCA Meetings Dept.
 900 Spring Street
 Silver Spring, MD 20910
 Or, faxed to (301) 565-8200

For additional registration information, contact:
 Jessica Walgenbach, (240) 485-1152 or by e-mail at jwalgenbach@nrmca.org.

Seminar follows all federal anti-trust guidelines. This course earns credit towards a CCP_f (Certified Concrete Professional) certification, the highest professional designation in the industry. For more information, visit www.nrmca.org/steps



For NRMCA Use Only Authorization #: _____ Date _____ Confirmation