

Daryl Sharkey

From: MSCC [daryl@mcac.ccsend.com] on behalf of MSCC [daryl@mcac.ca]
Sent: Thursday, April 16, 2009 9:01 AM
To: Daryl Sharkey
Subject: MSCC Dispatcher - April 2009



MSCC Dispatcher

April 2009

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Feature Headline

MSCC EDUCATIONAL PROGRAMS -

The Mechanical Service Contractors of Canada has been working very closely with your Education Foundation, [CMCEF](#) to identify and deliver service specific courses.



The 2008-2009 academic year was an excellent first effort for MSCC with a couple of very successful courses offered between September and May. The Dispatcher Training Course was very popular in several locations and the Proactice Service Workshop ran in Toronto.

MSCC is looking to expand the programs available and hopes that you can help.

Which, if any, of the following courses do you thin would be of value to you or your staff?
Are there other topics that you would like to see?

- [Dispatcher Training Program](#)
- [How To Determine Charge Out Rates](#)
- [Small Projects Management](#)
- [Your Million Dollar System and Four Ways to Grow Your Business](#)
- [Building Your Service Team From The Top](#)
- [Customer Service For Service Organizations](#)
- [Proactive Service Workshop](#)
- [Thriving As A Service Contractor](#)

- [Electrical Troubleshooting for HVAC Service - Level 1](#)
- [Electrical Troubleshooting for HVAC Service - Level 2](#)

Please email daryl@mcac.ca with your answers and/or suggestion.

Article Headline

GREEN MEANS BUSINESS - You can offer your customers a number of important services which will not only assure peak performance of today's high performance systems, but can result in increased energy efficiency, reduced operating costs and enhanced tenant satisfaction while adding to your bottom line.



These new "green" business opportunities were recently discussed during a new seminar presented by Mechanical Service Contractor of America Immediate Past Chairman, Russ Borst in his engaging new webinar

This webinar is now available for download. To download a copy go to the MSCA website at <http://www.mcaa.org/msca/greenroom/> scroll down to the "Green Means Business" heading and click on the "*click here*" link.

You will need to have Webex player loaded on your computer in order to properly access this webinar. The Webex player can be downloaded from <http://www.webex.com/downloadplayer.html>.

Our thanks to MSCA and Russ Borst for making this available to MSCC members.

Article Headline

MSCC PARTNERS WITH CIPH & MCAC ASSOCIATES COUNCIL- The Mechanical Service Contractors of Canada will be launching an information campaign across Canada with thanks to two new partners.

The Canadian Institute of Plumbing and Heating (CIPH) Board of Directors and MSCC have agreed to cross promote each others organizations. As a result, MSCC marketing and information flyers will be made available across Canada on the countertops of nearly 500 distribution locations.

Additionally, as a result of a recent MCA Canada Associates Council Meeting, MSCC marketing and information flyers will be distributed across Canada via the supplier members distribution channels and on countertops.

Expect to see these flyers soon. For more information contact the MSCC office at

877.622.2668 or email daryl@mcac.ca. You can also see more information on the website at www.servicecontractor.ca.

Article Headline

WELCOME TO NEW MSCC MEMBER - The Mechanical Service Contractors of Canada continues to grow and is very please to welcome the following new member...



Gateway Mechanical Services Inc., Calgary, AB.

Contact: Colin Andrews T: 403.265.0010 E: andrews@gatewaymechanical.ca

Article Headline



FIND A CONTRACTOR - A new section of the MSCC website has been established to make it easier for clients to find contractors in their area. Simply called "Find A Contractor", it lists all the current MSCC members by province.

You are encouraged to visit the site to ensure the contact information is listed correctly. Also, if you have locations in other provinces, please forward the appropriate information to the MSCC office via email daryl@mcac.ca or call 613.232.0492.

You can check the listing at http://www.servicecontractor.ca/find_a_contractor.htm.

Article Headline

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