

The symbol of excellence for
Building Service
Contracting Personnel

NEW!
RBSM Preparation and Exam
Course

BSCAI will launch its first ever
RBSM Preparation Course and
Exam at its Headquarters in
Chicago for anyone interested in
preparing for and taking the
RBSM exam.

**Take the Next Step-
Become an RBSM!**

The RBSM is a symbol of
accomplishment and is
recognized with great respect by
other building service
contractors and customers.

After successfully completing the
program, you may use your
designation on business cards,
personal stationery and in
company brochures and
proposals-wherever your name
appears.

**Advance Your Career and
Increase Your Profits!**

In this economic climate, your
competition, clients and
prospective customers alike seek
credentials that substantiate
knowledge and experience.

**Use this "Edge" to Enhance
Your Professional Possibilities!**

Date and Location:
September 21-23, 2010
BSCAI Headquarters
401 North Michigan Ave.
Chicago, IL 60611

Enrollment: Class size limited to
25 participants

Business Best Practices
**Registered Building
Service Manager (RBSM)
Certification Training and
Examination**

September 21-23, 2010 (Tuesday-Thursday)



Learning Objectives:

Participants will receive manuals covering the following objectives prior to the workshop:

- Managing accounts and jobs
- Applying hiring and firing practices; motivating and training workers
- Implementing personnel policies and mastering safety and security procedures
- Familiarizing with the use of floor care, carpet care and cleaning chemicals, including green cleaning practices
- Providing both product and management expertise in the BSC industry

Purpose:

This workshop certifies qualified individuals involved in custodial contracts. BSCAI, the nation's leader in custodial certification, has collaborated with several organizations including NISH to provide this commercial grade certification program. An RBSM brochure with complete details is available at www.bscai.org or by phone request at (800) 368-3414.

Who Should Attend:

- BSC Supervisors
- Project Managers
- Professionals with a minimum of one year experience in the custodial field

Format:

Three day program

Day I & II: Workshop: Lecture and exercises based on the seven Building Service Management Program manuals and *Guide to Green Cleaning*, which is recognized as a world standard of certification for project managers and supervisors in the Building Service Management Program.

Day III: RBSM Exam: (Participants should bring their own calculators)

A multiple choice, T & F and short answer examination proctored by BSCAI staff.

Cost of a set of manuals, examination, training facility, breaks, lunch, registration and proctor are included in the tuition and registration fee. Those who sit for the written examination on the third day must attend the two day workshop.

Instructor:

Mickey Crowe, CBSE, RBSM of the NISH South Regional office has been involved in the custodial field for more than 30 years and is a recognized Speaker, Consultant and Trainer. Crowe has spoken at various events for a number of organizations including BSCAI, ISSA, GSSA and IEHA. Along with other credentials, he maintains the Certified Building Service Executive (CBSE) and the Registered Building Service Manager (RBSM) designations from BSCAI and conducts training sessions focused on improving custodial operations and standards.

Note: Please allow sufficient time to take the last examination, which ends at 4:45 p.m. on the last day. Allow sufficient time (at least **30 days or more**) to receive and review manuals for maximum benefit of the two days of training. Participants who score less than 70 percent on any one of the four examination modules may re-take that section within one year in their local areas. Contact BSCAI directly for details.

Registration:

Complete the registration form found on the back side of this flyer and return to: BSCAI 401 North Michigan Ave., Suite 2200 Chicago, IL 60611
Phone: (800) 368-3414, Fax: (312) 673-6735
Email: certification@bscai.org, or register online at www.bscai.org.



Building Service Contractors Association International

RBSM

Only building service professionals who demonstrate the desire to excel, the dedication to serve and have the proven industry competence will earn this designation.

By becoming an RBSM, you'll become part of an elite group of BSCs worldwide, and the rewards are plentiful.

RBSM Eligibility Requirements can be found on the BSCAI website at www.bscai.org.

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Contractors Association
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RBSM Preparation Course and Exam Registration September 21-23, 2010 - BSCAI Headquarters Chicago

Attendee Information

First Name: _____ Last Name: _____

Title: _____

Company: _____

Mailing Address: _____

City: _____ State/Province: _____ Postal code: _____

Phone: _____ Fax: _____

Email: _____

On or before August 13, 2010

___ Member: \$550.00

___ Non Member: \$675.00

After August 13, 2010

___ Member: \$595.00

___ Non Member: \$720.00

Total: \$ _____

Registration fee includes program instruction, study materials, testing fees, breaks and lunch.

___ **Special requirements:** If you have any special needs or requirements due to a disability, please check here and we will contact you.

Exam Language Preference: ___ English ___ Spanish

Payment Information

___ Check/Money order (Please make checks payable to BSCAI)

___ VISA

___ MasterCard

___ American Express

Credit Card/Check #: _____ Exp. Date: _____

Print Name as it Appears on the card: _____

Cardholder's Signature _____

Fax: (312) 673-6735 Mail: BSCAI, 401 N. Michigan Avenue, Suite 2200, Chicago, IL 60611

Email: certification@bscai.org

Cancellation Policy: Full refunds will be made for cancellations received on or before August 1, 2010. Cancellations received between August 2 and September 15, 2010 are subject to a \$100 administrative fee. No refunds will be issued for cancellations received on or after September 15, 2010.

IMPORTANT: Enrollment in the program and any information you provide on the RBSM application is kept confidential. The application remains valid for a period of one year from the date you originally applied. After that date, a new application and fee are required to re-take any failed sections of the exam.

Once your course registration is received at Headquarters, study materials will be mailed to you.