



2006 SEMINARS

2006

BIDDING & ESTIMATING FOR PROFIT SEMINARS

AND

SUPERVISION SEMINARS

Offered in English and Spanish!

(NOTE: The BIDDING SEMINAR, ENGLISH SUPERVISION SEMINAR and SPANISH SUPERVISION SEMINARS all take place at the same time in different rooms.)



These seminars provide training for CEO's, Directors, Managers and Supervisors in one convenient location.

TWO CONVENIENT LOCATIONS:

SATURDAY, SEPTEMBER 30, 2006

Hilton Houston Plaza
Houston, TX

SATURDAY, NOVEMBER 4, 2006

Hilton Valley Forge
Philadelphia (King of Prussia), PA



BSCAI'S BIDDING & ESTIMATING FOR PROFIT SEMINAR SCHEDULE

Dear Building Service Contractor:

To survive in today's competitive market, you need highly developed bidding and estimating skills. At this seminar you will uncover the secrets of profitable bidding and estimating from successful BSCAI members. They will show you how bidding and estimating will help you build the financial and long-term success of your company.

This seminar is ideal for:

- ★ CEO's of Start-up and Emerging Companies
- ★ Directors of Operations
- ★ Anyone who wants to sharpen their bidding & estimating skills!

Seminar highlights include:

- ★ Bidding a Mid-Size Office Building
- ★ Understanding an RFP
- ★ Understanding Industry Terminology
- ★ Developing and Using Industry Production Rates in the Workloading Process

With all this, and the networking opportunities available, you will be able to put what you learned to practice, by bidding successfully.

Registration includes two comprehensive take-home workbooks, and morning and afternoon breaks. To register, complete the form on the back of this flyer and return it with payment to BSCAI. **AND, FOR EVERY FIVE PEOPLE YOU REGISTER FOR THE BIDDING SEMINAR, THE SUPERVISION SEMINAR OR A COMBINATION OF BOTH SEMINARS, YOU'LL RECEIVE ONE FREE REGISTRATION FOR YOUR COMPANY!**

SPACE IS LIMITED!

Register today to be assured of a place!

7:00 - 8:00 a.m.

Registration Open —
Coffee with Exhibitors

8:00 - 8:05 a.m.

Welcome and Introduction

8:05 - 8:35 a.m.

Developing Industry Standard
Production Rates and Their
Uses in Workloading

8:40 - 10:00 a.m.

Acquiring the Basic Information
Necessary to Properly Bid the
Building

- ★ Review the RFP and RFQ
- ★ Gather Appropriate Information
- ★ See the Building as an Estimator and Determine Labor Hours

10:00 - 10:15 a.m.

Refreshment Break with the
Exhibitors

10:15 - 11:45 a.m.

Job Costing

- ★ Understand the Component Parts of Pricing the Job

11:45 a.m. - 12 Noon
Sponsor Presentation

12 Noon - 1:00 p.m.
Lunch (on your own)

1:00 - 1:15 p.m.
Sponsor Presentation

1:15 - 2:30 p.m.
Introduction to Bidding the
Larger Building

2:30 - 2:45 p.m.
Sponsor Presentation

2:45 - 5:00 p.m.
Case Study —
Hands-On Bid Exercise

- ★ You Bid the Mid-Sized Office Building

5:00 - 5:30 p.m.
Review of Individual Bids and
Question & Answer



**DON'T FORGET
TO BRING A
CALCULATOR!**

SEMINAR SPEAKERS AND FACILITATORS:



Alfred R. Berry, CBSE

ALFRED R. BERRY, CBSE

American Services Corporation, Chester, PA
CHAIRMAN

ROBERT EBERHARDY, CBSE

K-Tech Kleening Systems, Inc., Schofield, WI

STEVE SHUCHAT, CBSE

Clean All Services, Sidney, OH

CERTIFICATION: If you already have your Certified Building Service Executive designation (CBSE), attending this seminar counts as two (2) points towards re-certification.

BSCAI'S SUPERVISION SEMINARS

SEMINARS

How can you obtain consistently excellent results from your valuable supervisors... especially in today's increasingly competitive, changing market?

BSCAI can help you achieve those goals at two convenient BSCAI Supervision Seminars being held during 2006. A popular BSCAI seminar for years, it trains your supervisors to get the results you must have.

Your supervisors will be professionally trained in critical areas by successful building service contractors — who know just what to teach and how to motivate your staff to stretch for peak performance.

Plus your supervisors also get:

- ★ A complete Seminar Handbook, to take back to the office
- ★ A Legal Issues supplement
- ★ Convenient Saturday dates

With so much to offer, at such a low price, this is the one key investment in your supervisors that you shouldn't miss in 2006. Sign up your personnel, and then watch the investment pay off — when you begin saving time, money ... and clients.

Every seminar has limited seating, so don't miss this training opportunity.

REGISTER YOUR SUPERVISORS TODAY!

“LEADERSHIP — BECOMING AN EFFECTIVE SUPERVISOR”

7:30 - 8:30 a.m.
Registration & Coffee

8:30 - 9:30 a.m.
Effective Communications

Learn why poor employee communications is so costly and how to communicate effectively with all your employees.

- ★ Communicate complaints properly
- ★ Create accountability
- ★ Earn respect
- ★ Overcome fear & intimidation
- ★ Establish employee expectations
- ★ Get the best from your employees

9:30 - 9:45 a.m.
Sponsor Presentation

9:45 - 10:00 a.m.
Sponsor Presentation

10:00 - 10:15 a.m.
Break with the Exhibitors

10:15 - 11:15 a.m.
Effective Leadership

- ★ Develop your ability to influence
- ★ Importance of honesty and integrity
- ★ Setting an example
- ★ Understanding your role

11:15 - 11:30 a.m.
Sponsor Presentation

11:30 a.m. - 12:30 p.m.
Effective Training & Employee Development

- ★ Creating a Class A workforce — everyone counts
- ★ Orientation of new employees
- ★ What to do when you first meet — getting off on the right foot
- ★ Expect the best
- ★ Early signs of a happy employee
- ★ Incentive programs

12:30 - 1:30 p.m.
Lunch (on your own)

1:30 - 1:45 p.m.
Sponsor Presentation

1:45 - 2:00 p.m.
Sponsor Presentation

2:00 - 3:00 p.m.
Effective Customer Relations & Retention

Learn the importance of your role in pleasing and keeping the customer

- ★ Why every customer is your most important
- ★ What to say and what not to say to the customer
- ★ How to know if your customer is *really* satisfied
- ★ How to represent your company in front of the customer
- ★ Identifying your customer's "hot spots"



CERTIFICATION:

If you already have your Certified Building Service Executive designation (CBSE), attending this seminar counts as two (2) points towards re-certification.

BSCAI's SUPERVISION SEMINARS

SCHEDULES

LIDERAZGO — CONVIRTIENDOSE EN ALGUIEN QUE OTROS SEGUIRAN

7:30 - 8:30 am

Registracion, Café y Exhibicion

8:30 - 9:30 am

Comunicaciones

- ★ Como manejar el conflicto
- ★ Problemas de Ausentismo
- ★ Invirtiendo su tiempo sabiamente al frente para ahorrar tiempo despues
- ★ Como enfrentar miedo e intimidacion
- ★ Supervisar antiguos compañeros con exito
- ★ Como escuchar activamente
- ★ Hacerse mas accesible
- ★ Dejar su orgullo en la casa
- ★ Busque respuestas en vez de dar respuestas

9:30 - 9:45 am

Presentacion de Patrocinadores

9:45 - 10:00 am

Presentacion de Patrocinadores

10:00 - 10:15 am

Refrescos con los Expositores

10:15 - 11:15 a.m.

Liderazgo — Convertirse en alguien que otros seguiran

- ★ Desarrolle su habilidad para Influenciar
- ★ Importancia de Honestidad e Integridad
- ★ Dando el Ejemplo
- ★ Dandose Valor

11:15- 11:30 am

Presentacion de Patrocinadores

11:45 am - 12:00 Noon

Presentacion de Patrocinadores

12:00 Noon - 1:00 pm

Almuerzo (Gasto Propio)

1:00 - 2:00 pm

Motivación y Entrenamiento con exito

- ★ Crear un buen lugar de trabajar — todo el mundo cuenta
- ★ Orientación de nuevos empleados
- ★ Que hacer cuando se encuentran por primera vez — empezando con el pie derecho
- ★ Controlar el empleado
- ★ Espere lo mejor
- ★ Señales tempranas de un empleado contento
- ★ Manejo del Tiempo
- ★ Programas de Incentivo

2:00 - 3:00 pm

CPR de Relaciones de Cliente

- ★ Involucrarse
- ★ Proveer
- ★ Respetar
- ★ Porque cada Cliente es el más importante
- ★ Que decir y que no decir al cliente
- ★ Como saber si su cliente esta verdaderamente satisfecho
- ★ Evaluando su propio Trabajo
- ★ Comparando satisfaccion
- ★ Mejorando satisfaccion
- ★ Evaluando los puntos críticos de su cliente



BSCAI'S SUPERVISION SEMINARS COMMITTEE



J. Todd Hopkins, CBSE

Chairman:
J. Todd Hopkins, CBSE

Office Pride, Inc.
Gulf Breeze, FL

**Charles "Mickey"
Crowe, CBSE**

NISH
Kennesaw, GA

Greg Littlefield

Professional
Facilities Management, Inc.
Montgomery, AL

Donald Pottieger, Sr., CBSE

FMI Services Group
Charleston, SC

Richard Reagan, CBSE

FMI Services Group
Charleston, SC

HOTEL INFORMATION



*The Saturday,
September 30*

*Seminars will be held at the Hilton Houston Plaza / Medical Center,
6633 Travis Street, Houston, TX 77030.*

BSCAI is holding a small block of rooms for Friday night, September 29 and Saturday night, September 30 at the group rate of \$125 single or double per night. To make your reservation, call the Hilton Houston Plaza directly at **713/313-4000** and ask for RESERVATIONS, by **September 8, 2006, and mention that you are with BSCAI to get the group rate.**

Please note: Room cancellations must be received by the hotel no later than 3 days prior to arrival; otherwise your credit card will be billed for one night's room and tax.



*The Saturday, November 4
Seminars will be held at the
Hilton Valley Forge,
251 West DeKalb Pike,
King of Prussia, PA 19406.*

BSCAI is holding a small block of rooms for Friday night, November 3, and Saturday night, November 4, at the group rate of \$109 single or double per night. **To make your reservation, call the Hilton directly at 610/337-1200 no later than October 5, and mention that you are with BSCAI to get the group rate.**

TRAVEL ARRANGEMENTS

To get best fares, call Association Travel Concepts at **800/458-9383** or go to BSCAI's website **www.bscai.org**, click on "Supervision Seminar" or "Bidding Seminar" and then "Hotel & Travel" to make online travel reservations. **When calling you must mention that you are with BSCAI to get group airline and car rates.**

BSCAI's SEMINAR REGISTRATION FORM



BUILDING SERVICE CONTRACTORS ASSOCIATION INTERNATIONAL
 10201 Lee Hwy. ★ Suite 225 ★ Fairfax, VA 22030
 703-359-7090 & 800-368-3414 ★ FAX 703-352-0493 ★ www.bscai.org

REGISTRATION FEES:

BIDDING SEMINAR

| | | |
|---------------------------------------|--------|--------|
| Member First Registrant | \$125 | \$175 |
| Member Each Additional Registrant | \$ 95 | \$145 |
| Non-member First Registrant | \$195* | \$245* |
| Non-member Each Additional Registrant | \$145* | \$195* |

SUPERVISION SEMINAR

| | | |
|---------------------------------------|--------|--------|
| Member First Registrant | \$ 95 | \$145 |
| Member Each Additional Registrant | \$ 75 | \$100 |
| Non-member First Registrant | \$165* | \$215* |
| Non-member Each Additional Registrant | \$145* | \$195* |

EARLY BIRD FEE BEST VALUE!

30 or more days prior to seminar **Less than 30 days prior to seminar**

*The difference between non-member and member fees can be applied towards membership if received within 30 days of seminar date.

CANCELLATION POLICY:

FOR THE SEPTEMBER 30, 2006 SEMINAR

| | | |
|--------------------|-----------------------|--|
| Full Refund | 50% Refund | No Refund under any circumstances |
| By August 29 | August 30-September 8 | After September 8 |

FOR THE NOVEMBER 4, 2006 SEMINAR

| | | |
|--------------------|-------------------|--|
| Full Refund | 50% Refund | No Refund under any circumstances |
| By October 4 | October 4-16 | After October 16 |

IMPORTANT: BSCAI reserves the right to exclude from Supervision Seminar and Bidding Seminar Registration (apart from the sponsors and invited speakers), BSCAI Associate Members, Associate Affiliate Members, Distributor Members and any Non-Members who would be admitted into these BSCAI membership categories. Registration fees received from companies in these categories will be refunded in full.

The Seminar registration fee includes coffee, a refreshment break, access to tabletop exhibits and all handout materials. Payment for the full amount by check or credit card **MUST ACCOMPANY** the registration form. Registration will not be completed until full payment is received.

4 EASY WAYS TO REGISTER



PHONE
 800-368-3414
 or 703-359-7090



FAX
 703-352-0493



MAIL
 Director of Meetings
 10201 Lee Hwy., Suite 225
 Fairfax, Va 22030



WEB
 www.bscai.org
 Seminars/Congresses

I WANT TO ATTEND AT THE FOLLOWING LOCATION:

(Please check one.)

- SEPTEMBER 30 – HOUSTON, TX**
 NOVEMBER 4 – KING OF PRUSSIA, PA

I am registering _____ people for the **Bidding Seminar**.
 I am registering _____ people for the **ENGLISH Supervision Seminar**.
 I am registering _____ people for the **SPANISH Supervision Seminar**.

(Check here, if applicable.)

- I am registering 5 people and am entitled to the 6th REGISTRATION FREE.**

Name _____

Nickname for Badge _____

PLEASE PRINT

FIRST Registrant _____

Nickname for Badge _____

SECOND Registrant _____

Nickname for Badge _____

Company Name _____

Address _____

City, State, Zip _____

Phone _____

Fax _____

E-Mail _____

PAYMENT INFORMATION: (Please choose one.)

Check enclosed for \$ _____

Credit Card: VISA MasterCard American Express

Card # _____ Exp. _____
(mo/yr)

Print name as it appears on card _____

Card Holder's Signature _____

PLEASE PHOTOCOPY FOR ADDITIONAL REGISTRANTS

DO NOT WRITE IN THIS SPACE

date _____ check # _____ amount _____ member # _____