

Third Annual MAC Leadership Forum *featuring...* Mark Albrecht of 21DC Consulting & The Route Pro & Trudy Adams of Blue Egg Consulting



On May 4 & 5, MAC will be hosting its Third annual leadership conference in Virginia Beach, VA. This year we will focus on building a better future for the industry. In addition to Mark and Trudy, MAC is also arranging for a speaker from the Department of Labor to discuss wage and hour pitfalls.



MAY 4, 2019 SATURDAY

10:00 am -12:00: Mark Albrecht of 21DC Consulting: Common Sense Accountivation...
Cultivating and Maintaining a strong corporate culture.

12:00 pm - 1:30 pm: Luncheon Buffet

1:30 pm - 2:45 pm: Peter Blake, MAC Executive Director: Using all the Tools in your Toolbox
to Maximize Profitability.

3:00 pm - 4:00 pm: Virginia Department of Wage and Hour: Common HR Issues in the
Workplace.

4:00 pm - 5:00 pm: Networking Social Hour

Trudy's presentation will center around creating a culture of outstanding customer service, the importance of employee empowerment, and handling even the most difficult and challenging customers.



MAY 5, 2019 SUNDAY

9:00 am - 12:00 pm: Trudy Adams of Blue Egg Consulting: Developing a consistent
Customer Service Brand & Dealing with Difficult Customers

Cost & Registration on Back 
and for Complete Details visit www.macassociation.org

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&
Trudy Adams of Blue Egg Consulting**

**Full Conference: \$200 for Members
\$300 Non-Members**

**Saturday Only: \$150 Members
\$225 Non-Members**

**Sunday Only:
\$75 Members
\$100 Non-Members**

**The Founders Inn & Spa
5641 Indian River Rd
Virginia Beach, VA 23464
757-366-5700**



Owners Name: _____
Name of Plant: _____
Address: _____
City: _____ State: _____ Zip: _____
Telephone: _____
Fax: _____ E-mail: _____

Attendee: _____
2nd Attendee: _____

Additional Attendees: _____

Amount Enclosed _____

Check enclosed payable to MAC

Visa M/C Amx Discover

Card #: _____ Exp: _____

Signature: _____

**Mid-Atlantic Cleaners Association * 14700 Sweitzer Lane * Laurel, MD 20707
800-235-8360**