

National Cleaning Association 2016 Training / Event Schedule (03/21/16)

- 1) **DEC Certification Course – 16 Hours -2 Days**
Sundays - 9:00 AM - 6:00 PM – **\$809. Members / \$1309. Non-Members**
 - A. – 01/31/16 & 02/07/16 - Nanuet, NY
 - B. – **03/27/16 & 04/03/16 - (K) – Floral Park, NY**
 - D. – 06/05/16 & 06/12/16 – Bronx, NY
 - E. – **06/05/16 & 06/12/16 (S) - Bronx, NY**
 - F. – 08/14/16 & 08/21/16 – Nanuet, NY
 - G. – 11/06/16 & 11/13/16 – Nanuet, NY

- 2) **Basic Pressing & Finishing – 2 Days/ 16 Hours (P)**
Saturday & Sunday – 8:30 AM – 5:00 PM - **\$455. Members / \$595. Non-Members**
 - A. 02/27/16 & 02/28/16 – Bronx, NY
 - B. 08/6/16 & 08/07/16 – Bronx, NY
 - C. **08/20/16 & 08/21/16 - Florida**

- 3) **Radical Drycleaning/Stain Removal - 40 Hours - 5 Days (P)**
Monday to Friday - 8:30 AM - 5:00 PM- **\$750. Members / \$995. Non-Members**
 - A. 3/07/16 - 3/11/16 – Secaucus, NJ
 - B. 08/01/16 – 08/05/16 – Secaucus, NJ

- 4) **Florida NCA Meeting –**
”Practical Tips on Growing Your Business” / “What Inspectors Look For in a Cleaner”
Sunday - 04/03/16 – 8:30 AM to 1:00 PM – **NO CHARGE**

- 5) **Basic Spotting 101 with Alternative Solvents – 8 Hours – 1 Day (P)**
Sunday – 8:30 AM - 4:00 PM - **\$250. Members / \$350. Non-Members**
 - A. 04/17/16 – Bronx, NY

- 6) **Advanced Stain Removal And Bleaching - 8 Hours – 1 Day (P)**
Sunday - 8:30 AM - 5:00 PM - **\$250. Members / \$350. Non-Members**
 - A. 05/15/16 – Bronx, NY

- 7) **Avoiding Claims: What You Need To Know About Fabrics & Stain Removal - 8 Hours – 1 Day (P)**
Sunday - 8:30 AM -5:00 PM - **\$250. Members / \$350. Non-Members**
 - A. 06/05/16 – Nanuet, NY

- 8) **Technical Training At Counter for Customer Service Reps. - 7 Hours – 1 Day (P)**
Sunday - 8:30 AM - 4:00 PM - **\$250. Members / \$350. Non-Members**
 - A. 07/10/16 – Nanuet, NY

- 9) **Operation, Maintenance & Repairs I - 7 Hours – 1 Day (P)**
Sunday - 8:30 AM - 4:00 PM - **\$250. Members / \$350. Non-Members**
 - A. 07/24/16 – Bronx, NY

(P) - Denotes No Charge For Platinum Members.

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- 10) Mohonk Mountain House Event - "Solutions Summit" – 2 Days (P)
Saturday & Sunday – NCA Platinum Members Exclusive
A. 09/10/16 & 09/11/16 – New Paltz, NY
- 11) Finishing w/Tensioning Equipment– 1 Day Hours (P)
Sunday – 8:30 AM – 5:00 PM - \$250. Members / \$350. Non-Members
A. 09/18/16 – Bronx, NY
- 12) Operation, Maintenance & Repairs II - 7 Hours – 1 Day (P)
Sunday - 8:30 AM - 4:00 PM - \$250. Members / \$350. Non-Members
A. 09/25/16 – Bronx, NY
- 13) Couture Cleaning & Finishing - 7 Hours – 1 Day (P)
Sunday - 8:30 AM - 4:00 PM - \$250. Members / \$350. Non-Members
A. 10/09/16 – Bronx, NY
B. 10/23/16 - Florida
- 14) Wet Cleaning – 8 Hours - 1 Day (P)
Sunday - 8:30 AM - 5:00 PM - \$250. Members / \$350. Non-Members
A. 10/16/16 – Bronx, NY
- 15) Shirt Finishing- w/Automatic & Hand Equipment (*Including Sami*)– 1 Day Hours (P)
Sunday – 8:30 AM – 5:00 PM - \$250. Members / \$350. Non-Members
A. 11/183/16 – Bronx, NY
- 16) Webinar Series – Total Training for CSRs - Telephone and Web-based Participation
Wednesdays - 3 PM PDT / 6 PM EDT
A webinar series designed to share everything a CSR needs to know to enhance your bottom line and foster customer loyalty and the WOW factor.
Members - 14 Sessions - \$534. / Members/Non-Members - Individual Sessions - \$69. (P)
- A. 04/13/16 – "How to Benchmark"- Cornell Professor
 - B. "Garment Analysis Report"
 - C. "Questions You Should Be Asking Your Insurance Broker"
 - D. "Pricing - What You Need to Know"
 - E. "Biggest Processing Issues When Using Alternative Solvents"
 - F. "Biggest Regulatory Challenges Are Local - What To Look For, What To Do"
 - G. "Everything You Should Know About Shirts"
 - H. "New Customers - How One Cleaner Tried to Make Them Loyal"
 - I. "Case Study: Changing Your POS - Things You Should Know"
- 17) Brainstorming and the 5 Stars
Thursday – Sunday 1/12/17 – 1/15/17
A. – Punta Cana, DR