March 12th @ York
Maximizing Service Department’s Profitability

The March meeting is scheduled to be held at York, 7245 SW Durham Rd. Tigard, OR. 97224, at 11:30AM on Thursday, March 12, 2015.

Lunch is being provided by York, so bring your appetite and join your fellow HVAC contractors to learn more about the ways to maximize your service department’s profitability. Specifically, time is money!

You may have heard industry experts say that Service can be the most profitable department, and can even carry the overhead of your HVAC business. Yet you find it hard just to be profitable in Service with:

- Economic swings
- Taxes, regulation and mandates
- Fuel, insurance, and other uncontrollable expenses
- Labor and benefits costs
- Un-billed (unapplied) labor time
- Low-ball competition and internet price shopping

Whether you bill by flat-rate or time and materials (we won’t enter that debate here), this presentation will teach you specific practices and key metrics to help you maximize your Service Department’s revenue and profitability by:

- Reducing travel time and extra trips
- Getting more of the repairs you propose

You CAN have a highly profitable service department, and this presentation will help to show you how!

Our presenter, Adam Gloss is General Manager for York Factory Direct Distribution in the NW Region. Adam has been a featured presenter at ACCA Annual Conferences, Service Manager Forums, and Home Performance Forums, as well as for Efficiency First.

Prior to joining York, Adam was Vice President of Bel Red Energy Solutions, a Seattle, WA area home services company. Adam has over 25 years of experience in business development and management including: operations, sales, advertising and marketing across a range of industries.
ORACCA distributes NEWS & VIEWS on a monthly basis to members and selected non-members, so that all those in the HVAC/R industry can keep informed of issues regarding our trade, and Chapter activities. We hope the non-members will see this newsletter as an example of the quality services that ORACCA provides. Contributions or suggestions can be faxed to Association Headquarters at 503-914-1999 or emailed to dick@oracca.org
Not a member? We’d love to serve you, too.
For additional information visit www.oracca.org or call 360-834-3805. Email dick@oracca.org
### Planning Ahead ....

#### MEETING DATES

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<th>Date</th>
<th>Event Description</th>
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<td>A. January 8, 2015</td>
<td>Rebate program roundtable with ETO, PGE, NWN.</td>
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<td>B. February 12, 2015</td>
<td>Mar-Hy Distributors @ Mar-Hy</td>
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<td>C. March 12, 2015</td>
<td>Codes Update -@ York, Tigard</td>
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<td>D. March 16-19, 2015</td>
<td>ACCA National Meeting, Grapevine, TX.</td>
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<td>E. April 10, 2015</td>
<td>Casino Night @ NW Natural</td>
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<td>F. May 7, 2015</td>
<td>Johnstone Supply Presentation</td>
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<td>G. June 4, 2015</td>
<td>Johnson Air Presentation@ Johnson Air</td>
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<td>H. July 13, 2015</td>
<td>Golf Tournament - Oregon city Golf Course</td>
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<td>I. August 10, 2015</td>
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<td>J. September 3, 2015</td>
<td>GENSCO Presentation @ GENSCO</td>
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<td>K. September 19, 2015</td>
<td>Shoot out Canby Rod &amp; Gun Club</td>
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<td>L. October 1, 2015</td>
<td>Mitsubishi Presentation@ NW College Const.</td>
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<td>M. November 5, 2015</td>
<td>York Presentation at York, Tigard</td>
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<td>N. December 3, 2015</td>
<td>Xmas party @ Lennox</td>
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Visit our Website for information on the association’s activities. www.oracca.org

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**ORACCA**

Oregon Air Conditioning Contractors of America  
P.O. Box 87907  
Vancouver, WA. 98687-7907  
360-834-3805

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**To:**

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Visit a member? We’d love to serve you, too! For additional information visit www.oracca.org or call 360-834-3805. Email dick@oracca.org.
ORACCA is holding a “Texas Hold’M” tournament!

Also, we have several tables of Blackjack for those you who are so inclined

Proceeds from this event benefit the Oregon Air Conditioning Association of America (ORACCA). Join us for a great night of food, drink, gambling, networking, and FUN!

What to Expect

A Delicious dinner buffet.
A raffle ticket for prizes

The dollars you spend will benefit the Oregon Air conditioning Contractors of America (ORACCA) HVAC program and ultimately our industry. We need to keep the association financially stable to support the HVAC industry. Please add your support to this event and help us raise funds for the association.

Check in at 6:00PM

′Must be 18 years old or over.

Fee :  $50 ($90 for a Couple)
       $60 ($100 for a Couple) at the door

Texas Hold’m is the game, the first hour and a half there are re-buy’s for $25 all chips must be off the table blinds go up every half hour for the first hour and a half then every 20min after that. There is a break at an hour and a half and at that time you are allowed to purchase an “add on” for $25.00 but must have chips on the table to do that, at the break we will do raffle prizes and draw 50/50 can, then re resume and finish playing no more rebuys, add ons and when you are out of chips you are done.

Decision on any disputes are strictly up to the host and are final.
Friday
April 10, 2015

NW Natural - 4th Floor
220 NW Second Ave.
Portland, OR. 97204

6:00PM-Registration

Dinner Sponsored by NW Natural

Check in at 6:00PM
*Must be 18 years old or over.

Fee :  $50 ($90 for a Couple)
      $60 ($100 for a Couple) at the door

Registration Information
Attendees

Name ________________________________
Company __________________________________________
Name ________________________________
Company __________________________________________
Name ________________________________
Company __________________________________________
Name ________________________________
Company __________________________________________

Sponsors
Yes our company would like to support ORACCA as:

☐ Platinum ($500)  ☐ Gold ($350)  ☐ Silver ($250)
☐ Table Sponsor ($200)

Name ________________________________
Company __________________________________________
Payment Check # __________ Visa ☐ M/C ☐ Amex ☐

Please complete and return this registration form to:
ORACCA
P.O. Box 87907
Vancouver, WA. 98607
Voice: 360-834-3805
Fax: 503-914-1999
dick@oracca.org