



## AGENDA

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- 7:45 – 8:20 am Registration and  
Continental Breakfast
- 8:30 – 8:40 am Welcome
- 8:40 – 9:30 am Keynote — Focus  
on Effective Customer Service —  
Anna Anderson, Forbo Flooring
- 9:40 – 10:30 am Session 1
- 10:40 – 11:30 am Session 2
- 11:40 – 12:30 pm Session 3
- 12:30 – 1:15 pm Lunch
- 1:15 – 2:30 pm Trade Show
- Door Prizes during Trade Show

Thank you to our sponsors —  
*Welcome Ramp Systems*  
*BELFOR Property Restoration*  
*Servpro of Puyallup / Sumner*  
*CHC-Columbia Hydronics,*  
*Mohawk Group*  
*Superior Cleaning & Restoration*  
*Flohawk Plumbing & Septic*  
*Plant Maintenance Equip*  
*Planmember Services*  
*Procyon*  
*Vibetech Specialties*  
**Your generosity is  
greatly appreciated.**



## LAKERIDGE MIDDLE SCHOOL

5909 Myers Road E.  
Bonney Lake, WA 98391

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WAMOA  
REGION 6S

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UNLEASH YOUR POWER  
THROUGH EFFECTIVE  
CUSTOMER SERVICE

REGIONAL TRAINING SEMINAR  
JUNE 28, 2017



Hosted by Sumner School District

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## SESSION ONE

9:40 AM—10:30 AM

## SESSION TWO

10:40 AM—11:30 AM

## SESSION THREE

11:40 AM—12:30 PM

- 1) Retirement Planning *Presented by Jim Mendoza, WA State Department of Retirement Systems*
- 2) Social Security Benefits & Planning, *Presented by Steve Sarwono, Planmember Services*
- 3) High Efficiency Cleaning *Presented by Meredith Van Dorn & Jesse Belmont, Ryan Saffel*
- 4) Custodial Equipment Maintenance *Presented by Robert Higley, SupplyWorks*
- 5) Summer Cleaning: Work in the Cool & Save Money too! *Presented by Jay Donnaway, SSD*
- 6) Tech Talk *Presented by Marc Elliott, OSD*
- 7) M&O -- First Responders for Indoor Environmental Health Issues *Presented by Elizabeth Jakob, Puget Sound ESD*
- 8) Playground Safety Inspections *Presented by Molly Deter, CPSI*
- 9) Stormwater Maintenance *Presented by Steve Redford, Flohawks*
- 10) Boiler Room Safety Devices (1st & 3rd Session) Mechanical Seals for Hydronic Pumps (2nd Session) *Presented by Jeff Van Pay, Columbia Hydronics*
- 11) Roof Inspections and Basic Repairs, *Presented by Joel Reeves, Snyder*

