



Strengthening and Promoting the Linen, Uniform  
and Facility Services Industry

# 105<sup>th</sup> Annual Conference & Exchange

October 16–18, 2018 • The Meritage Resort & Spa • Napa, CA



## Strengthening and Promoting Professional and Personal Growth

World-Class Keynotes • Industry Legends Panel • Exchange Meetings with Associates  
Spectacular Vineyard Setting • Wine Tasting, Grape Stomping

### Who Should Attend:

- Independent Owner/Operators
- Executive Management
- General/Plant and Purchasing Management
- Safety/Human Resources/Logistics Management
- EMI, PMI Graduates
- Associate Members



Featuring  
**Michael Mondavi**  
Founder, Michael  
Mondavi Family  
Estate

[www.trsa.org/annualconference](http://www.trsa.org/annualconference) • #TRSAannual

# Conference Overview

Gather with your industry peers to share professional experiences, network and socialize in California's most famous wine region. You'll return to your company ready to face industry challenges with new ideas and renewed energy.

## Connect with Industry Leaders

Catch up with existing contacts and make new ones from TRSA members: North America's leading linen, uniform and facility services companies, accounting for more than 90% of linens and garments processed; independents and nationals covering the industrial/uniform, healthcare, F&B and hospitality markets.

- Enjoy education sessions together
- Strengthen your professional network
- Socialize in a relaxed setting

## World-Class Keynotes

Receive the guidance and inspiration needed to take your everyday operations to the next level.

- Michael Mondavi, Founder, Michael Mondavi Family Estate, *Wine Enthusiast* Person of the Year
- Vivek Wadhwa, Tech Entrepreneur, *TIME* Top 40 Most Influential Minds in Tech, *Bloomberg Businessweek* Columnist and Author

## Interactive Forums

Experience lively conversation and informative viewpoints that will emerge as these moderated panels respond to your most pressing questions.

### *Legends of the Industry*

Mine more than two centuries of industry experience and insights during this interactive panel moderated by fellow legend Steve Fellman, Principal, GKG Law, P.C., panelists include:

- Bruce Boynton, Former Senior Vice President of Operations, UniFirst Corporation
- Alan S. Bubes, Former President & CEO, Linens of the Week
- Bill Evans, Former CEO, AmeriPride Services Inc.
- Tom Storm, Co-Founder, Washing Systems Inc. (WSI)
- Donald L. Struminger, Chairman of the Board & CEO, Mohenis Services Inc.

### *Global Opportunities and Challenges in the Linen, Uniform and Facility Services Industry*

Explore how shifts in economic and political conditions impact the industry during this question and answer session with international leaders, featuring:

- Enrique Jacques, COO, Lavartex, S.A.P.I. de C.V., Mexico
- Jose Luis Jacques, CEO, Lavartex, S.A.P.I. de C.V., Mexico
- Xavier Martiré, Chairman of the Executive Board, Elis SA, Luxembourg
- Chris Sander, CEO, Johnson Service Group, England
- Joe Sullivan, National Technical Operations Manager, Spotless Laundries, Australia
- Moderated by Joseph Ricci, President and CEO, TRSA

## Spectacular Vineyard Setting

Benefit from onsite and offsite conference activities in one of the world's great destinations. Enjoy Napa's views of mountains and rolling vineyards at the Meritage Resort and Spa, offering:

- State of the art accommodations and amenities
- Fully-equipped fitness studio, spa options, vineyard walking trails
- Easy exploration of local art, shops, culture, outdoor activities
- Free shuttle to downtown Napa

## Social Activities

Embrace the chance to unwind as you enjoy informal networking during social activities with colleagues. This year's inclusive program includes these functions for all attendees:

- Welcome Reception at the Estate Cave
- Oxbow Public Market and Napa City Walking Tour (for spouse/partners)
- Sunrise Yoga (for spouses/partners)
- Pizza Challenge and Grape Stomping at the Peju Family Winery
- Chairman's Reception and Awards Dinner

## Tuesday, October 16

12 – 7 pm	Registration Open
11 am – 3 pm	Oxbow Public Market and Napa City Walking Tour (Spouses/Partners only)
5 – 7 pm	Welcome Reception at the Estate Cave (Open to all attendees)

## Wednesday, October 17

7:30 – 9 am	Sunrise Yoga and Restoration (Spouses/Partners only)
7 – 7:40 am	Young Executives Breakfast
6:45 – 7:45 am	General Breakfast (Open to all attendees)
7:45 – 9 am	EXCHANGE First six of twelve 15-minute meetings (continuing Thursday) which you schedule with a different Associate Member on new products, services and custom solutions
9:15 – 9:30 am	TRSA Welcome and State of the Association David Potack, Chairman and Joseph Ricci, President & CEO
9:30 – 10:30 am	KEYNOTE <i>A Look at Our Technology Future</i> Vivek Wadhwa, Tech Entrepreneur, TIME Top 40 Most Influential Minds in Tech, Bloomberg Businessweek Columnist and Author (Open to all attendees)
10:30 – 10:45 am	Networking
10:45 – 11:30 am	Breakouts
	<div> <b>Textile Services Bottom Line Performance</b>            Andrew Wittmann, CFA, Senior Research Analyst, Institutional Equities &amp; Research, Robert W. Baird &amp; Co.         </div> <div> <b>Employment Law Trials, Tribulations, and Best Practices: What You Don't Know <u>Can</u> Hurt You</b>            Joseph P. Shelton, Partner, Fisher &amp; Phillips LLP         </div>
11:35 am – 12:20 pm	INTERNATIONAL PANEL <i>Global Opportunities and Challenges in the Linen, Uniform and Facility Services Industry</i> Enrique Jacques, COO, Lavartex, Inc., Jose Luis Jacques, CEO, Lavartex, Inc., Xavier Martiré, Chairman of the Executive Board, Elis Luxembourg SA; Chris Sander, CEO, Johnson Service Group; Joe Sullivan, National Technical Operations Manager, Spotless Laundries, Australia Moderated by Joseph Ricci, President and CEO, TRSA
12:30 – 4 pm	Peju Family Winery with Pizza Challenge and Grape Stomping (Open to all attendees)
6 – 7 pm	Chairman's Reception and Awards Dinner (Open to all attendees)

## Thursday, October 18

6:45 – 7:45 am	General Breakfast (Open to all attendees)
7 – 7:40 am	Women in Textile Services Breakfast
7:45 – 9 am	EXCHANGE Final 6 meetings begun Wednesday
9 – 9:15 am	Annual Membership Meeting and TRSA Awards Treasurer's Report and Elections
9:15 – 10:15 am	EXPERT PANEL <i>Legends of the Industry</i> Bruce Boynton, Former Senior Vice President of Operations, UniFirst Corporation; Alan S. Bubes, Former President & CEO, Linens of the Week; Bill Evans, Former CEO, AmeriPride Services Inc.; Tom Storm, Co-Founder, Washing Systems Inc. (WSI); Donald L. Struminger, Chairman of the Board & CEO, Mohenis Services, Inc. Moderated by Steve Fellman, Principal, GKG Law, P.C.
10:15 – 10:30 am	Networking
10:30 – 11:30 am	<i>History of Napa Valley's First Family of Wine and a New Chapter</i> Michael Mondavi, Founder, Michael Mondavi Family Estate, Wine Enthusiast Person of the Year (Open to all attendees)
11:30 am	Conference Adjourns



# World-Class Keynotes



## Michael Mondavi

Founder, Michael Mondavi Family Estate, *Wine Enthusiast* Person of the Year

### *History of Napa Valley's First Family of Wine and a New Chapter*

Thursday, October 18 • 10:30 – 11:30 am

Gain insight of America's wine industry and the business dynamics of an enduring wine legacy. The Mondavi family has crafted world-class wines in the Napa Valley for four generations. Michael and his immediate family oversee the Michael Mondavi Family Estate, creating wines at the Animo vineyard in Atlas Peak, Napa as well as Folio Fine Wine Partners—a full-service importer and marketing agency that represents a collection of exceptional family owned and managed producers from the world's pre-eminent growing regions. Michael's vast experience—from his beginnings as an apprentice to a now-recognized global emissary of California wine—will resonate to all industry leaders.



## Vivek Wadhwa

Tech Entrepreneur, *TIME* Top 40 Most Influential Minds in Tech, *Bloomberg Businessweek* columnist and author

### *A Look at Our Technology Future*

Wednesday, October 17 • 9:30 – 10:30 am

Get informed with Vivek's view into how exponentially advancing technologies such as robotics, AI, computing, 3D printing, and nanomaterials will continue to change our world, disrupt entire industries, and create new ones. He will also reveal keys to US companies remaining competitive and solving grand challenges in the face of the rapid transformations that are shaping business in India, China, and Latin America. An advisor to governments and successful entrepreneurs alike, *TIME* magazine listed him as one of the "40 Most Influential Minds in Tech." Vivek is also the author of three books, including 2017's *The Driver in the Driverless Car: How Our Technology Choices Will Create the Future*.

## Breakouts

Wednesday, October 17 • 10:45 – 11:30 am



## Joseph Shelton

Partner, Fisher & Phillips LLP

### *Employment Law Trials, Tribulations and Best Practices: What You Don't Know Can Hurt You*

Embrace practical tips that will help you navigate the latest and greatest in regulatory/legal issues pertaining to employment law. Take home best practices that will enhance your awareness of this critically important HR issue.



## Andrew Wittmann, CFA

Director, Senior Research Analyst, Robert W. Baird & Co.

### *Textile Services Bottom-Line Performance*

Identify the latest economic tailwinds contributing to the industry's momentum as well as the headwinds working against it as Baird's specialist on facility and industrial services examines market and employment trends. Andy will report Baird, industry and government data including TRSA's Industry Performance Report to profile the competitive landscape in textile services.

Participate in these interactive, information-sharing experiences. Panels of linen, uniform and facility services legends and leaders will discuss issues and concerns impacting the industry and share their personal insights and perspectives. When you register for the conference, submit your questions (see page 11).

# Interactive Forums

## Legends of the Industry

Mine more than two centuries of industry experience and insights during this interactive panel moderated by fellow legend Steve Fellman, Principal, GKG Law, P.C.



### Bruce Boynton

**Former Senior Vice President of Operations, UniFirst Corporation**

Bruce was senior vice president of Operations for UniFirst Corporation from 2001 until his retirement in 2015 after 40 years of service. He first joined the company in 1976 as a service manager in Philadelphia, PA then promoted to general manager in Portland, ME in 1978. In 1984 he became regional vice president of the UniFirst central region and in 1986 went to Canada as vice president and COO of UniFirst Canada. In 1998, Bruce returned to the UniFirst corporate office in Wilmington, MA as vice president of Operations until 2001, when he assumed responsibilities for various regions in the US and Canada.



### Tom Storm

**Co-Founder, Washing Systems Inc.**

Tom holds a master's degree in Chemical Engineering from Purdue University. His start in the commercial laundry industry was when he developed the first low alkaline, high surfactant product for processing industrial uniforms for DuPont. In 1980 Tom joined Thermal Engineering of Arizona (TEA) and from there became vice president of Research and Development for Fabrilife Chemicals in 1983. In 1989 he was a founding partner of Washing Systems Inc. In 2001 Tom was awarded the James Biggie (now Maglin-Biggie) award for outstanding service to the industry. Tom holds 26 US and foreign patents.



### Alan S. Bubes

**Former President & CEO, Linens of the Week**

Alan Bubes grew up as the third generation working in his family's business, Carter Services Industries. After graduating college, he served in many capacities before becoming GM of their largest plant and then eventually leading their expansion into the specialty mat business, opening several more plants. In 1982, Carter was sold to Unifirst and in 1986, Alan's family purchased Linens of the Week, headquartered in Washington, D.C. Over the next 25 years Alan served there as President and then CEO and was instrumental in their growth covering the entire east coast from New Jersey to Florida. When Linens of the Week was sold in 2012 to AlSCO, it was one of the largest linen supply companies in the country specializing in the restaurant/hospitality business.



### Donald L. Struminger

**Chairman of the Board & CEO, Mohenis Services, Inc.**

Don is chairman of the board and CEO of Mohenis Services. Don holds a BS in Mechanical Engineering from Carnegie Mellon University and is a registered Professional Engineer in nine states. His industry career began as a high school student. Don developed and copyrighted a computerized cost analysis system called POCA. Don is a past TRSA Chairman, and in 2007, he was awarded what is now the TRSA Operator Lifetime Achievement Award.



### Bill Evans

**Former CEO, AmeriPride Services Inc.**

Bill joined AmeriPride in 2008 as COO and became the organization's first non-family CEO in 2009. He served on the AmeriPride Board of Directors beginning in 2011. During his tenure, Bill led development of a new strategic plan and other initiatives that transformed the company. His leadership positioned the company for its sale in January 2018, resulting in premium shareholder value and one of the largest mergers of its kind in the industry. Previous experience included PepsiAmericas, PepsiCo and Ford Motor Company. He holds an MBA from Drake University and a BA degree from University of New Hampshire.



### Steven J. Fellman

**Principal, GKG Law, P.C.**

Steve is a Washington D.C.-based lawyer who has served as TRSA's General Counsel for more than 40 years. Steve has represented TRSA members across the country in matters involving contract disputes, covenants not to compete, and labor and antitrust issues. He has successfully defended textile service industry companies in enforcement actions brought by the Federal Trade Commission and the Antitrust Division of the Department of Justice.

## Global Opportunities and Challenges in the Linen, Uniform and Facility Services Industry

Explore how shifts in economic and political conditions impact the industry during this question and answer session with international leaders, including:

- Enrique Jacques, COO, Lavartex, S.A.P.I. de C.V., Mexico
- Jose Luis Jacques, CEO, Lavartex, S.A.P.I. de C.V., Mexico
- Xavier Martiré, Chairman of the Executive Board, Elis SA, Luxembourg
- Chris Sander, CEO, Johnson Service Group, Cheshire, England
- Joe Sullivan, National Technical Operations Manager, Spotless Laundries, Australia

Moderated by Joseph Ricci, President and CEO, TRSA



### Enrique Jacques

**COO, Lavartex, S.A.P.I. de C.V., Mexico**

Enrique has a degree in Industrial Engineering. He began working for his family at their Lavanderia La Europea plant, eventually promoting a business plan to merge all family-owned laundries into Higiene Textil. He was appointed Technical Director for the company and is currently COO of Lavartex, Mexico's largest commercial laundry company.



### Jose Luis Jacques

**CEO, Lavartex, S.A.P.I. de C.V., Mexico**

Jose holds degrees in Business Administration, Marketing and Strategic Planning, and Business Management. He started as a trainee at Europe Linge Service (ELIS) in Paris, then founded Uniformes Impecable, Inc. (uniform rental and laundry) before his appointment to GM of Manteles Inc. (linen supply and laundry). He joined Higiene Textile, Inc. as Commercial and Planning director, and was then promoted to Managing Director. He is now CEO of Lavartex, Mexico's largest commercial laundry company.



### Xavier Martiré

**Chairman of the Executive Board, Elis SA, Luxembourg**

Xavier was CEO of Elis until 1999, when it became a joint-stock corporation governed by an Executive Board and Supervisory Board and assumed the role of Chairman of the Executive Board. He began his career in 1997 at SNCF as a workshop manager for TGV (fast train). He joined Elis in 1999 and worked as a plant director, regional director and Deputy CEO in charge of France. Xavier is a graduate of Ecole Polytechnique and Ecole Nationale des Ponts et Chaussées.



### Chris Sander

**CEO and Executive Director, Johnson Service Group, Cheshire, England**

Chris Sander was appointed as Chief Executive of Johnson Service Group (JSG) on 3rd January 2014, after 30 years in the business. Having held a previous position of Managing Director of the Textile Rental business Johnsons Apparelmaster, Chris joined the JSG board in 2008 and assumed responsibility for the dry cleaning business as part of the combined Textile Services division. With a great wealth of experience in the industry, Chris is also a Director of both the UK and European Textile Services Associations.



### Joe Sullivan

**National Technical Operations Manager, Spotless Laundries, Australia**

Joe is a Metallurgical Engineer who has a variety of roles in his 34 years in the industry, including Regional General Management & National Operational Management. Much of Joe's recent career has been devoted to designing and delivering Capital Improvement Projects to both improve efficiency to provide more value to customers & shareholders and to use the change in technology to change staff behaviors and improve culture. Joe is also keenly interested in Work Centre Measurement methodologies and has designed a Laundry Operations Review assessment tool which focuses on the detail or the 'craft' / practice of Laundry Operations.



# Executive Exchange

Wednesday, October 17  
Thursday, October 18

## Reduce your costs: focused meetings with innovative industry suppliers

Learn about new products and services and reconnect with familiar colleagues in these focused sessions. These 15-minute, customized meetings allow both parties to be prepared to discuss product innovations or solutions to your most pressing challenges. It's an efficient and rewarding use of time.

Check the Exchange box on your registration to receive invitations from participating associates; choose the products and services you are most interested in. Participate in at least six meetings and earn a **\$500 rebate** on your registration.



"I like the Exchange and it has been valuable to our business...we met new vendors that we are doing business with and reestablished relationships."

—Randy Bartsch, CEO, Ecotex Healthcare Linen Services

**Associates:** Build new relationships and foster existing contacts to educate them about recent product developments and solutions. Using an on-line planner, you'll schedule meetings directly with decision-makers and they accept, reject and schedule meetings to ensure mutual interest. Time slots are available during two 75-minute Exchange sessions, the first order of Conference business 7:45 am each day (Oct. 16 and 17). Software-driven matchmaking starts about two weeks before the event to maximize participation. Fee includes your company table and two associate member registrations. (Spouse/partners ineligible as second registrant.)



"We found the Exchange to be very beneficial. I was pleasantly surprised at how much we were able to accomplish with current and potential customers in just fifteen minutes per meeting. I highly recommend the Exchange and look forward to participating again next year!"

—Farley Salmon, Director of Sales, Healthcare Division, Sigmatex-Lanier Textiles

# Annual Membership Meeting & TRSA Awards

Wednesday, October 17 • 9:15 – 9:30 am

## Annual Membership Meeting

Get an update on the direction and initiatives of TRSA, ask questions and get engaged. Features the election of a new Chair as well as the Officers and Board, with an overview of the organization's finances from Treasurer Noel Richardson.

## TRSA Lifetime Achievement Awards

All employees of TRSA member companies are eligible to submit or nominate a colleague, company or themselves for the 2018 TRSA Awards.

- **TRSA Operator Lifetime Achievement Award:** The highest honor bestowed upon an industry professional. The award recognizes exceptional personal service to both the linen, uniform and facility services industry and TRSA. TRSA Operator members may nominate.
- **Maglin/Biggie TRSA Associate Lifetime Achievement Award:** Similar to the TRSA Lifetime Achievement Award for operators, candidates for this highest Associate honor will have served TRSA in ways that have improved the association and industry. Any TRSA member (Operator or Associate) may nominate.

TRSA Awards Nominations  
Deadline: June 30, 2018

Awards Presented:  
October 18, 2018 (TRSA Annual  
Membership Meeting)

Full details including descriptions of the various awards, criteria, electronic nominations submissions and previous award winners are posted on the TRSA web site ([www.trsa.org/awards](http://www.trsa.org/awards)).

## Thanks to our Sponsors

### EVENT SPONSORS



### HOSPITALITY PARTNERS



If you would like to partner with TRSA as a sponsor, please check out [www.trsa.org/annualconference](http://www.trsa.org/annualconference).



Admission to social activities is included in the Conference and Spouse/Partner fees. Please indicate your attendance on Conference registration form.

# Social Activities



## Peju Family Winery Pizza Challenge and Grape Stomping

Wednesday, October 17 • 12:30–4 pm

It's your choice to either relax and enjoy the winery views or to get into a barrel of grapes and partake in the great grape stomping competition as teams of two to three will compete side-by-side to stomp as much juice as possible in two minutes. Following a mystery wine tasting you'll be guided by the Peju Chef as your team will be part of a pizza-making competition. Peju Family Winery has been voted Best Napa Valley Experience by the locals; don't miss it!

*All Conference and Spouse/Partner Attendees*



## Welcome Reception at the Estate Cave

Tuesday, October 16 • 5 – 7 pm

*All Conference and Spouse/Partner Attendees*

Take a trip back in time in this one-of-a-kind Old World setting. You'll explore the heart of the resort in this hillside wine cave, nestled below the seven-acre Estate Vineyard while greeting old friends and making new ones.



## Chairman's Reception and Awards Dinner

Wednesday, October 17 • 6 – 9 pm

*All Conference and Spouse/Partner Attendees*

Following dinner, relax and celebrate the sounds of the Unplugged band. You'll notice incredible musicianship, fascinating arrangements and unmistakable clarity of sound from this acoustic trio who specialize in hits from the classic rock era.

## Spouse/Partner Activities



### Oxbow Public Market and Napa City Walking Tour

Tuesday, October 16 • 11 am – 3 pm

Enjoy a fun-filled time in Napa's local gathering place for great food and wine. This sprawling (40,000 square foot) marketplace includes scenic outdoor deck with seating along the Napa River and a diverse mixture of local food vendors, artisan cafés and local organic produce.



### Sunrise Yoga and Restoration

Wednesday, Oct. 17 • 7:30 – 9 am

This class is hosted in a private, lush outdoor setting, where all body systems are addressed and the mind stays focused and strong.

# TRSA's 2018 Charitable Effort: Leukemia & Lymphoma Society



LEUKEMIA &  
LYMPHOMA  
SOCIETY®

fighting blood cancers

Participate in  
this year's TRSA  
charitable effort,  
the Leukemia  
& Lymphoma

Society (LLS). TRSA Chairman David Potack selected LLS as our 2018 cause; your donation honors him as well as supports an organization that uses 76% of what it raises to directly fund lifesaving blood cancer research around the world, provide free information and support services, and help blood cancer patients seeking access to quality, affordable, coordinated care find their voices.

LLS was founded in 1949 and is the world's largest voluntary health agency dedicated to blood cancer.

*The LLS mission: Cure leukemia, lymphoma, Hodgkin's disease and myeloma, and improve the quality of life of patients and their families. (source: [www.lls.org](http://www.lls.org))*

**DONATE AT [www.trsa.org/donate](http://www.trsa.org/donate)**

**OR RETURN THIS PLEDGE FORM WITH YOUR  
CONFERENCE REGISTRATION FORM TO TRSA (p. 11)**

☐ **YES!** I wish to join TRSA Chairman David Potack in supporting the Leukemia & Lymphoma Society

☐ Enclosed is my tax-deductible donation of:  
☐ \$100 ☐ \$75 ☐ \$50 ☐ \$25 ☐ Other \$ \_\_\_\_\_

☐ Check enclosed (payable to TRSA)

☐ Charge To:

☐ Visa ☐ MasterCard  
☐ American Express ☐ Discover

Name on Card \_\_\_\_\_

Signature \_\_\_\_\_

Card Number \_\_\_\_\_

Exp. Date \_\_\_\_\_ CVV \_\_\_\_\_



 **Reservations:** Contact The Meritage Resort and Spa to reserve a room at discounted rates **before September 20, 2018**; limited availability:

- Call 707.251.1920 and ask for the "TRSA" room rate of \$309
- Reserve on-line at <https://book.passkey.com/e/49696392>. Choose "Attendee" as your guest type in the drop down box and continue to the TRSA discount screen to reserve a room.

All individual reservations must be guaranteed with a major credit card at time of reservation. After the deadline of September 20, 2018, regular room rates will apply. If a guaranteed room is not canceled 72 hours prior to arrival, payment for the full rate on that room will be charged.



**Location/Airport:** The Meritage Resort and Spa is located at 875 Bordeaux Way, Napa, CA, about 60 miles from San Francisco Airport (SFO), 50 miles from Oakland International Airport (OAK), and 62 miles from Sacramento International Airport (SMF).



**Operator Member Registration Discounts**

**Early savings—register by August 31**

**Multi-discount savings**—each additional operator from the same company will save an additional \$100 off the cost of registration



**Spouse/Partner Registration Policy:** Spouse/Partner is defined any guest who is not an employee or owner of a TRSA member company



**Dress Code**

*Resort casual:* meetings, welcome reception, social activities

*Business:* Chairman's Reception and Dinner.





# 105<sup>th</sup> Annual Conference & Exchange

October 16–18, 2018 • The Meritage Resort & Spa • Napa, CA

## 4 Easy Ways To Register:

✉ **Mail:** 1800 Diagonal Rd, Suite 200, Alexandria, VA 22314 | ✉ **Email:** registration@trsa.org | 📠 **Fax:** 703.519.0026 | 🌐 **Online:** www.trsa.org/AnnualConference

### Registrant Information

Name \_\_\_\_\_

Nickname (for badge) \_\_\_\_\_

Company \_\_\_\_\_

Title \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Telephone \_\_\_\_\_

Email (required) \_\_\_\_\_

**Question for interactive panel:** ☐ Legends Panel ☐ International Panel \_\_\_\_\_

☐ Check if previous conference attendee

### Executive Exchange (October 16–17)

☐ I will participate in the Exchange on behalf of my Operator company. I understand that six Exchange meetings are required to receive the \$500 post-event rebate.

### Spouse/Partner Registration

Name \_\_\_\_\_

Nickname (for badge) \_\_\_\_\_

Email (required) \_\_\_\_\_

☐ Please check if you or your spouse/partner require special assistance or have special dietary requirements to fully participate. Please contact Salita Jones at 877.770.9274 or registration@trsa.org.

### Social Activities

#### Included for all participants

- ☐ **Welcome Reception**, Tuesday, Oct. 16 Participants: # \_\_\_\_\_
- ☐ **Peju Family Winery Pizza Challenge and Grape Stomping**, Wednesday, Oct. 17 Participants: # \_\_\_\_\_
- ☐ **Chairman's Reception and Awards Dinner**, Wednesday, Oct. 17 Participants: # \_\_\_\_\_

#### Included for registrants only

- ☐ Registrant (not Spouse/Partner) will attend **Young Executives breakfast**, Wednesday, Oct. 17
- ☐ Registrant (not Spouse/Partner) will attend **Women in Textile Services breakfast**, Thursday, Oct. 18

#### Included for spouse/partner participants

- ☐ Spouse/Partner will attend **Oxbow Public Market and Napa City Walking Tour**, Tuesday, Oct. 16
- ☐ Spouse/Partner will attend **Sunrise Yoga**, Wednesday, Oct. 17

### Registration Fees

	Early (by Aug. 31)	Full Registration (after Aug. 31)
TRSA Operator Member	<input type="checkbox"/> \$1895	<input type="checkbox"/> \$1995
TRSA Operator Member with Exchange (\$500 rebate for participating)	<input type="checkbox"/> \$1895	<input type="checkbox"/> \$1995
Non-Member Operator	<input type="checkbox"/> \$3000	<input type="checkbox"/> \$3200
TRSA Associate Member	<input type="checkbox"/> \$2095	<input type="checkbox"/> \$2195
TRSA Associate Member Exchange Fee	<input type="checkbox"/> \$6195 (includes two Conference registrations) <input type="checkbox"/> 2nd participant (free)	
Spouse/Partner	<input type="checkbox"/> \$995	

Operator discounts available, see page 7.

## Demographics

### Your Organization Level (select one)\*:

- ☐ Chairman/CEO/Owner/President
- ☐ Vice President/COO/CFO
- ☐ Director
- ☐ General Manager
- ☐ Manager/Supervisor
- ☐ Professional/Staff

### Your Job Function (select one)\*:

- ☐ Customer Service ☐ Legal
- ☐ Engineering ☐ Logistics and
- ☐ Environmental ☐ Transportation/Routes
- ☐ Executive ☐ Marketing
- ☐ Finance ☐ Production
- ☐ General Manager ☐ Purchasing
- ☐ Health and Safety ☐ Sales
- ☐ Human Resources ☐ Training
- ☐ Info Systems Mngt./IT

### How did you learn about this event? (select one)\*:

- ☐ Brochure ☐ TRSA Website
- ☐ Postcard ☐ Colleague/Co-worker
- ☐ Textile Services Magazine ☐ Manager/Supervisor
- ☐ TRSA Promotional Email ☐ Social Media: TRSA
- ☐ Textile Services Weekly ☐ LinkedIn, Facebook, Twitter

(\*required)

## Payment

Total \$ \_\_\_\_\_

- ☐ Check Enclosed
- ☐ Charge To:
- ☐ Visa ☐ MasterCard
- ☐ American Express ☐ Discover

\_\_\_\_\_  
Name on Card

\_\_\_\_\_  
Signature (must sign in order to charge credit card)

\_\_\_\_\_  
Card Number

\_\_\_\_\_  
Exp. Date

\_\_\_\_\_  
Security Code

**Program Cancellation Policy:** Written cancellations received by Monday, October 1, 2018 will receive a full refund minus a 25% processing fee. Cancellations received after October 1, 2018 will not be refunded and cannot be credited to another TRSA program or event. Refunds will not be granted for no-shows. Cancellations will be processed after the event.





Strengthening and Promoting the Linen, Uniform  
and Facility Services Industry

1800 Diagonal Road ■ Suite 200  
Alexandria, VA 22314  
877.770.9274 ■ [www.trsa.org](http://www.trsa.org)

# 105<sup>th</sup> Annual Conference & Exchange

---

October 16–18, 2018  
The Meritage Resort & Spa  
Napa, CA

[www.trsa.org/annualconference](http://www.trsa.org/annualconference) • #TRSAannual



## 105<sup>th</sup> Annual Conference & Exchange

---

### Strengthening and Promoting Professional and Personal Growth

#### Business Growth

Exchange, world-class keynotes, industry-leading audience

#### Personal Growth

Networking, social activities

#### Who Should Attend:

- Independent Owner/Operators
- Executive Management
- General/Plant and Purchasing Management
- Safety/Human Resources/Logistics Management
- EMI, PMI Graduates
- Associate Members

World-Class Keynotes • Industry Legends Panel  
Exchange Meetings with Associates  
Spectacular Vineyard Setting • Wine Tasting,  
Grape Stomping

October 16–18, 2018 • The Meritage Resort & Spa • Napa, CA