

TRSA[®]**100+**
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Strengthening and Promoting the Linen, Uniform
and Facility Services Industry



TRSA INAUGURAL WORKWEAR AND FACILITY SERVICES CONFERENCE

SEPTEMBER 22-23, 2020

EMBASSY SUITES O'HARE-ROSEMONT,
ROSEMONT, IL

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The inaugural Workwear and Facility Services Conference will provide executives and management of uniform and facility services companies servicing the workwear, industrial and facility services markets an opportunity to learn and share best practices, emerging issues and innovations.

CONNECT WITH INDUSTRY

EXPERTS THROUGH

GENERAL SESSIONS,

INTERACTIVE PANELS

AND NETWORKING

OPPORTUNITIES.

PLANT TOUR OF

ROSCOE CO.

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SEPTEMBER 22–23, 2020 • EMBASSY SUITES O’HARE-ROSEMONT • ROSEMONT, IL

SCHEDULE OF EVENTS

Monday, September 21

3:00–5:00 pm CEO/Executive Roundtable—Operators only

5:00–6:30 pm CEO/Executive Networking Reception—Operators and Event Sponsors only

Tuesday, September 22

7:00 am Registration Opens/Breakfast

8:00–9:15 am Welcome Remarks & Opening Session: Increasing Revenue per Stop

9:15–9:30 am Networking

9:30–10:15 am Rerouted Relationships

10:15–10:45 am Networking

10:45 am–12 pm Facilitated Roundtables: Small Group Discussions on Pertinent Industry Issues

12:00–1:00 pm Lunch and Presentation at 12:30 pm: Standards and Regulations

1:00–2:00 pm Who Has the Highest Productivity?

2:00–2:30 pm Networking

2:30–3:30 pm Stockroom Management

3:30–3:45 pm Networking

3:45–4:45 pm Closing Executives Panel

5:00–6:00 pm Networking Reception

Wednesday, September 23

7:00 am Registration Opens/Breakfast

7:30 am Load Buses for Plant Tour (buses depart at 7:45 am)

8:00 am–1:00 pm Plant Tour: Roscoe Co. (includes boxed lunch)

3:00 pm Return to Hotel/Meeting adjourn

WHO SHOULD ATTEND

Independent
Owner-Operators

Executive
Management

General/Plant
Management

EMI/PMI
Graduates

Associate
Members

COVID-19 and Plant Operations: Executives Panel



Panelists: Jim Buik, TRSA chair and president, Roscoe Co., Facilitator; Stefan Schurter, senior vice president, cleanroom services, Prudential Overall Supply; Art Wake, president, uniform services, Aramark Uniforms and Apparel

Get insights into how COVID-19 has changed the production labor market for national uniform service chains and their perspectives on how the coronavirus could affect plant operations practices related to hygiene, supplying facility services products and more.

- How plant managers' responsibilities have grown
- Engineering/maintenance labor market
- Group and individual productivity incentives
- Voice recognition, robotics, automated intelligence (AI)
- Regulatory threats

Increasing Revenue Per Stop

Speaker: David Watterson, VP of Field and International Sales, M+A Matting; and others

Learn from presenters' success adding revenue from current accounts through applying tactics across product categories, using core competencies including uniform rental promotion or expanding skills and incentives to sell facility services.

- Why it's worth investing to sell more to existing accounts
- Using customer development reps alongside route sales representatives (RSRs)
- Encouraging RSRs to sell as a career path to becoming sales reps
- Weekly mat revenue without weekly mat delivery

Peer-to-Peer Facilitated Roundtables

Benefit from small group discussions on pertinent industry and market issues.

Rerouted Relationships

Speakers: Israel Cartagena, service and operations team leader, Roscoe Co. and Tim Fry, vice president, operations and finance, Andoco/CVR

Receive guidelines for developing standard operating procedures for service so accounts perceive no difference when a different RSR is assigned to serve them.

- Company-wide impacts of rerouting
- Best customer data to provide RSRs for a powerful head start
- Lessons learned from reducing weekly delivery days from 5 to 4

Stockroom Management

Speaker: Michael Dodge, Process Consultant, Performance Matters Inc.

Consider how increasing numbers of stock-keeping units (SKUs) and greater customer demand for quick order fulfillment have made this a more difficult job and prompted:

- Hiring of higher qualified management
- Better productivity metrics
- Greater inventory security
- Improved purchasing practices

Who Has the Highest Productivity?

Compare your strategies with those of the industry's most successful productivity-growing operators to determine whether yours are generating the best possible return on assets, assessing your approaches to:

- Revenue-based metrics
- Single vs. multiple work shifts
- Equipment capacity and mix
- Hours of delivery
- Truck replacement

Networking Reception

This is your opportunity to meet new faces, renew connections and make lasting relationships with fellow attendees and presenters at the inaugural Workwear and Facility Services Conference!

WEDNESDAY, SEPTEMBER 23

Plant Tour

Get a first-hand look at how Roscoe's business philosophy and use of current technology impacts operations.



ROSCOE CO.

F&B, Healthcare and Hospitality

- Fully renovated in 2009
- Square feet of plant: 55,521
- Employees: 69 total
- Pounds produced per day: 121,000
- Wash aisle equipment: semi-automated, five open-pocket washers (two 900 lb., three 450 lb.)
- State-of-the-art sorting system installed November 2018

Industrial/Uniform Committee Members

- **Chair:** Israel Cartagena, *Roscoe Co.*, Chicago, IL
- **Vice Chair:** Tom Abbett, *Positek RFID*, Norristown, PA
- **Vice Chair:** Gerard van de Donk, *ABS Laundry Business Solutions*, Boxtel, Netherlands
- John Auriemma, *American Wear*, East Orange, NJ
- Tim Fry, *Andoco/CVR Uniform*, Shippensburg, PA
- Milton M. Magnus, *M&B Hangers*, Leeds, AL
- Christina Mault, *Doritex Corp.*, Alden, NY
- Michael Shulevitz, *Cadillac Uniform & Linen Supply*, Bayamon, Puerto Rico
- Jim Vaudreuil, *Huebsch Services*, Eau Claire, WI
- Mark Willis, *Prudential Overall Supply*, Commerce, CA

To become a part of this committee, contact Ken Koepper, kkoepper@trsa.org

CPLM
CERTIFIED PROFESSIONAL
LAUNDRY MANAGER

Individuals who earned the TRSA Certified Professional Laundry Manager (CPLM) designation can receive **up to 12 credit hours** toward recertification by attending the inaugural Workwear and Facility Services Conference's educational sessions and plant tours.



September 22–23, 2020 • Embassy Suites O'Hare Rosemont • Rosemont, IL

4 Easy Ways To Register:

Online: www.trsa.org/workwear
Email: registration@trsa.org

Mail: 1800 Diagonal Rd, Suite 200, Alexandria, VA 22314
Fax: 703.519.0026

Questions?
 877.770.9274

Registrant Information

Full Name (for certificate) _____
 Nickname (for badge) _____
 Company _____
 Title _____
 Address _____
 City/State/Zip _____
 Telephone _____
 Email (required) _____

Please check if you require special assistance or have special dietary requirements to fully participate.

List the top three (3) management challenges you're currently struggling with: _____

Indicate if you will attend:

- CEO/Executive Roundtable** (Operators only): September 21, 3:00–5:00 pm
 CEO/Executive Networking Reception (Operators and Event Sponsors only): September 21, 5:00–6:30 pm
 Networking Reception: September 22, 5:00–6:00 pm
 Plant Tour: September 23, 8:00 am–1:00 pm

I'm interested in participating on the Industrial Committee or task force.

Your Organization Level (select one):

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

Your Job Function (select one):

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

	TRSA Operator Member	Non-Member Operator	TRSA Associate Member
Early (by August 14)	<input type="checkbox"/> \$750	<input type="checkbox"/> \$1200	<input type="checkbox"/> \$950
Full Registration (after August 14)	<input type="checkbox"/> \$850	<input type="checkbox"/> \$1350	<input type="checkbox"/> \$1050



Group Discount for 3+ Attendees from Your Team

Save 10% when three or more staff register together. Deadline for early registration (lower baseline pricing) is Friday, August 14, 2020. Contact Meredyth Ellington, 877.770.9274, ext. 100; mellington@trsa.org. Excludes other discounts.



Hotel Information

Embassy Suites O'Hare-Rosemont
 5500 N River Rd, Rosemont, IL 60018

Room Rate/Group Code: Call the Embassy Suites O'Hare-Rosemont reservation line at 847.678.4000. Use the code TRSA to get the TRSA room rate of \$199 before August 31, 2020. Limited availability. After the August 31, 2020 deadline, regular room rates will apply. All individual reservations must be guaranteed with a major credit card at time of reservation. If a guaranteed room is not canceled 72 hours prior to arrival, payment for the full rate on that room will be charged.

The hotel is about 2 miles from Chicago O'Hare International Airport (ORD) and 25 miles from Chicago Midway International Airport (MDW).

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 Thursday, September 17, 2020 will receive a full refund minus a 25% processing fee. Cancellations received after then 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.

WHO SHOULD ATTEND

- Independent
Owner-Operators
- Executive Management
- General/Plant Management
- EMI/PMI Graduates
- Associate Members



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**General Session
Topics**

- Increasing Revenue Per Stop
- Rerouted Relationships
- Standards and Regulations in Workwear and Facility Services
- Stockroom Management
- Who Has the Highest Productivity?

**Panel and Roundtable
Discussions**

- Peer-to-Peer Roundtable
- Plant Operations Executive Panel featuring leadership from Aramark, Prudential Overall Supply, and Roscoe Co.

Featured Plant Tour

- Roscoe Co.

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