



January 6, 2016

Dear Distributor TSA,

We are pleased to invite you to the 2016 TSA Meeting being held March 2nd – March 4th at the Dallas/Addison Marriott Quorum by the Galleria in Dallas, Texas. We have an exciting meeting planned for you! It is filled with technical training, new product information and existing product updates; all the information you need to effectively support your customers and our products!! The meeting logistics are attached. Please review this information carefully – we think most of your questions will be answered by reviewing this material.

Action required by attendees: All attendees must register online at www.ICPExcellence.com, no later than 5:00 pm EST, Friday, January 29, 2016.

Attendees requiring overnight accommodations are requested to stay at the Dallas/Addison Marriott Quorum. The room rate is \$179 plus tax for single or double occupancy. Your room reservation will be made for you through the online registration process. Please *do not* contact the hotel directly.

This year, we are also offering a technical training class option on Wednesday morning, March 2nd. The course is titled *Technical Training for Millennials and Boomers*. This training session is great for TSAs who are new to conducting training, or for those who are interested in enhancing their training skills. A more detailed description of this training opportunity is attached. You can register when you complete your meeting registration online.

We'd like to remind everyone that this is a business meeting. You are certainly welcome to bring guests with you to enjoy the Dallas area. Guests are welcome to attend the Wednesday Welcome Reception and Thursday evening Awards Banquet (no children under the age of 18 please). All other meals and activities associated with this meeting will be open to meeting participants only.

We are excited to be hosting a 2016 meeting, bringing factory and distributor technical personnel together for this important service-focused event. The meeting is an opportunity to share your knowledge and best practices with each other and improve and expand the skills that make us the best in the HVAC industry. Your active participation in this event is essential to its success.

Please register online through www.ICPExcellence.com, before 5:00 pm EST, Friday, January 29, 2016. You will receive an online confirmation of your registration including a confirmation number immediately after registration. Print this confirmation page for your records. You will need to refer to your personal confirmation number in the event you need to make changes to your registration. If you encounter any problems in completing your registration online, please contact Shirley Seegraves at 931-270-4126, or e-mail shirley.seegraves@icpusa.com.

We look forward to seeing you in Dallas!

Your meeting host:

Christine Rath
Executive Director of Quality & Continuous Improvement
North America HVAC

International Comfort Products, LLC

650 Heil Quaker Avenue, Lewisburg, Tn. 37091

2016 National TSA Meeting
March 2 – March 4
Dallas, Texas

Attendee Logistics

Accommodations

Dallas/Addison Marriott Quorum by the Galleria
14901 Dallas Parkway
Dallas, TX 75254

Room Rate: \$179 plus tax
Single or Double Occupancy

Preliminary Agenda (subject to change)

Wednesday, March 2, 2016

8:00 am – 12:00 pm

8:00 am – 12:00 pm

8:00 am – 12:00 pm

8:00 am – 12:00 pm

2:00 pm – 5:00 pm

5:00 pm – 7:00 pm

ICP NATE Testing

TSA 101

TSA Level Testing

Technical Training for Millennials and Boomers

General Session

Welcome Reception

Thursday, March 3, 2016

6:30 am – 7:45 am

8:00 am – 12:00 pm

12:00 pm – 1:00 pm

1:00 pm – 5:00 pm

5:30 pm – 7:30 pm

Breakfast

Breakout Sessions

Lunch

Breakout Sessions

Awards Banquet

Friday, March 4, 2016

6:30 am – 7:45 am

8:00 am – 12:00 pm

Breakfast

Breakout Sessions

Attendance

Over 200 ICP TSAs and factory personnel are expected to attend.

Attire

The meetings are business casual; branded attire is appropriate. There are no formal functions that will require jacket and tie!

Billing

Meeting attendees are expected to pay their own airfare, room and ground transportation. All attendees are required to stay at the Dallas/Addison Marriott Quorum in Dallas, Texas. Meals during meeting functions will be provided for meeting participants only. Travel and hotel expense for the ICP TSA Meeting may be submitted for 100% co-op credit under the 2016 General Marketing Funds. Food and beverage is NOT included in this exception and may be claimed at 50% as usual.

Merchandise Store

There will be a Merchandise Store offering ICP branded items for sale. American Express, MasterCard, VISA, Discover, cash or check will be accepted.

Parking

Self-parking is complimentary. Valet is \$15 for the day and \$22 for overnight

Reservations

All attendees are requested to stay at the Dallas/Addison Marriott Quorum. Your room reservation will be made for you through your online registration. **DO NOT call the hotel directly to reserve your lodging.**

The hotel has a 24 hour cancellation policy. Penalty is one night room and tax.

Spouses/Children

Spouses are welcome to attend the Welcome Reception on Wednesday and the Awards Banquet on Thursday (no children under the age of 18 please). If your spouse will attend these two evening functions, please indicate this in the appropriate place on your registration form. Spouse and children will be unable to attend any other functions or meals.

Smoking

The Dallas/Addison Marriott Quorum is a 100% NON-SMOKING hotel in all guest rooms and public spaces.

Transportation – Air

Dallas is served by a large number of airlines. The Dallas/Fort Worth International Airport Code is DFW. The Dallas Love Field Code is DAL.

Transportation – Ground

From Dallas/Fort Worth International Airport

This airport is approximately 21 miles from the hotel. There are several options for local transportation to the hotel:

Cab fare from the airport is about \$48 + tip (one way)

Super Shuttle from the airport is about \$20 (one way). Reservation Required: 800-258-3826

Driving directions:

- Use North Exit and follow onto I-635 East to Dallas Tollway North.
- Exit at Beltline Road and make U-turn.
- Hotel is on the right.

From Dallas Love Field Airport

This airport is approximately 10 miles from the hotel. There are several options for local transportation to the hotel:

Cab fare from the airport is about \$30 + tip (one way)

Super Shuttle from the airport is about \$20 (one way). Reservation Required: 800-258-3826.

Bus service is \$7.50 (one way)

Driving directions:

- Take Mockingbird Lane East to Dallas Tollway North.
- Exit Beltline Road. Make a U-turn.
- Hotel is on the right.

Questions/Contacts

Shirley Seegraves – Logistics

Ph: 931-270-4126

Laura Kem - Quality

Ph: 317-481-5735

Becca Lewis – Quality

Ph: 317-260-2667

Bob Lang – Quality/ Residential

Ph: 317-481-5752

John Rutkowski - Quality/ Commercial

Ph: 315-432-3166

Bob Henderson - Quality/ Commercial

Ph: 609-548-1141

Dave Walsh – Supplier Quality

Ph: 317-240-5147

Christine Rath - Quality

Ph: 317-240-5218

Technical Training for Millennials and Boomers

Wednesday, March 2, 2016, 8:00 a.m. – 12:00 p.m.

The makeup of the HVAC workforce is changing rapidly. Technical training programs need to meet the learning styles of the novice and the journeyman – how do we do it? The “six steps of training” used in the past is still a good foundation, however; the delivery to this diverse group requires some new approaches. This training class will use the basic rules of technical training, while providing ideas and tools to hit the mark with both the millennials and the boomers. Come sharpen your skills at delivering effective training in today’s electronic “get it when I need it” environment. This is a hands-on workshop allowing you to work with some of these concepts, so come prepared.