



MLA 2017 Fall Educational Conference

October 27-29, 2017
Sanctuary on Camelback Mountain
Resort and Spa
5700 East McDonald Drive, Paradise Valley, AZ

www.sanctuaryoncamelback.com

Educational Sessions Schedule *(Program Subject to Change)*

The 2017 Fall Educational Conference of the Multi-housing Laundry Association will focus on credit card processing fees, payment plans and motivating high employee performance through engagement and retention. Friday afternoon will offer a Route Operator only Round table and Saturday will offer an educational session followed by an Open Round table discussion for all MLA members.

Friday, October 27

- 1:30pm-4:30pm** **Registration**
Views Ballroom Foyer
- 2:30pm-4:30pm** **Route Operator Round Table**
Mummy/McDowell/Four Peaks
Paradigm: Life without Quarters
Moderated by: Scott Scarpato and Tricia Scarpato, Automatic Laundry Service Co., and Jared Mueller, Coin Meter Co.
- 3:15pm-3:30pm** **Refreshment Break**
Views Ballroom Foyer
- 4:30pm-5:30pm** **Executive Committee Meeting**
Phoenix Mountain
- 6:00pm-7:00pm** **Registration**
Praying Monk
- 6:00pm-9:30pm** **Cocktails & Dinner**
Praying Monk

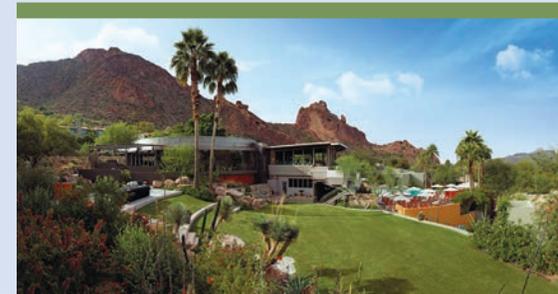
Saturday, October 28

- 8:00am-8:45am** **Full Breakfast Buffet**
Paradise Views Patio
- 9:00am-12:00pm** **Educational Sessions**
Mummy/McDowell/Four Peaks
- 9:00am-10:15am** **Keeping Your Good Hires: Employee Engagement and Solving the Motivational Puzzle in the Laundry Service**
Karl Ahlrichs, Gregory & Appel
- 10:15am-10:30am** **Refreshment Break**
Views Ballroom Foyer
- 10:30am-12:00pm** **Round Table Discussion (all members)**
Moderated by: Karl Ahlrichs, Gregory & Appel
- Afternoon Activities On Your Own**
- 6:00pm-7:00pm** **Cocktail Reception**
Infinity Poolside
- Dinner On Your Own**

Sunday, October 29

- 8:00am-8:55am** **Full Breakfast Buffet**
Paradise Views Patio
- 9:00am-10:15am** **Credit Card Processing Fees Demystified**
Ben Dwyer, CardFellow
- 10:15am-10:30am** **Refreshment Break**
Views Ballroom Foyer
- 10:30am-12:00pm** **Board of Directors Meeting**
Phoenix/Black Mountain

Photos courtesy of Sanctuary on Camelback Mountain Resort and Spa



Speakers

Karl Ahlrichs, Senior Consultant, Gregory and Appel



Karl Ahlrichs has broad experience in Human Resources, Operations and senior level problem solving, working with the business service industry. Karl is a national speaker and author, presenting on the people issues in manufacturing and LEAN theory, and is often quoted in the local and national media.

Karl's experience is perfectly suited to times of great organizational change. He has decades of strategic consulting to all industries, using risk management and good organizational development theories to bypass "best practices" and move directly to "next practices".

Karl joined Gregory & Appel, an Indianapolis-based service firm, after serving as a founding partner of ExactHire, a human resources services firm. Prior experience was as a Senior Consultant for Professional Staff Management, and earlier he was in Business Development in the Indianapolis office of Marsh & McLennan, and Vice President of Right Management Consultants. At those firms, his clients included manufacturers Roche Diagnostics, Boeing, Apple Computer, and Frito Lay.

Karl facilitates an invitation-only roundtable for CFOs, and for more than a decade he was the Program Chair for the Indiana Society for Human Resources Management annual conference. He is a member of SHRM, the American Society of Training and Development, and the Association for Psychological Type.

Karl has been named the SHRM Human Resource Professional of the Year for the State of Indiana. He has presented at the National SHRM Conference for 20 years, and holds the SHRM-SCP and Senior Professional Human Resources (SPHR) certifications.

Ben Dwyer, Founder & President, CardFellow



Ben Dwyer began his career in the processing industry in 2003 on the sales floor for a Connecticut-based merchant service provider. As he learned more about the inner workings of the processing industry, rampant unethical practices, and lack of assistance available to businesses, he cut ties with his employer and started a blog where he posted accurate, unbiased information about credit card processing.

As the blog gained popularity, Ben began assisting individual businesses in their search for an ideal processor. Expanding this service, Ben founded his current company, CardFellow.com, in 2006.

CardFellow is an online marketplace that streamlines a business's search for competitive processing by allowing processors to compete for businesses in a controlled environment where CardFellow ensures only transparent pricing and terms are used.

Ben believes in empowering businesses by providing access to fair, competitive pricing, accurate information, and continued support. His dedication to transparency and education has made him a staunch small business advocate in the credit card processing industry.

MLA's Mission

The mission of the Multi-housing Laundry Association is to work for a favorable legislative and regulatory climate for the industry, facilitate the exchange of technical and business information among members, and demonstrate the value of the industry to target markets.

MLA's Executive Committee

President **Scott Carreras**, Automatic Laundry Service of VA, Richmond, VA
Vice President **John Mitchell**, Washco Laundry Equipment, Fort Myers, FL
Treasurer **Scott Scarpato**, Automatic Laundry Service Co., W. Newton, MA
Secretary **David DeMarsh**, BDS Laundry Management Co., Saint Paul, MN
Past President **Mike Marsden**, Coin Meter Company, Inc., Portland, OR



Mark Your Calendars!

2018 Spring Educational Conference

April 13-15
Four Seasons Palm Beach
Palm Beach, Florida

www.fourseasons.com/palmbeach/

Hotel Information



The Sanctuary on Camelback Mountain

Sanctuary Resort & Spa is ranked the 2015 top resort in Arizona by Travel + Leisure Magazine. This award-winning resort is unlike any other luxury hotel in Scottsdale. An architectural wonder, the resort and its unique array of accommodations are beautifully embedded within the spectacular terrain of Camelback Mountain, providing panoramic views and a feeling of escape no other Scottsdale luxury hotel can provide. We invite you to reconnect with one another as you enjoy innovative dining created by Food Network celebrity and Executive Chef Beau MacMillan, escape to the Asian-inspired treatments at the world-class Sanctuary Spa, and explore the breathtaking scenery that unveils a magnificent perspective on the world and one another.

Hotel address: 5700 East McDonald Drive, Paradise Valley, AZ 85253

Scottsdale

Scottsdale is known for its glorious sunshine, exquisite sunsets, breathtaking desert vistas and an abundance of unique activities and offerings. Whether you are planning a trip for two, a family vacation, or a solo travel experience, there is something for everyone. Unwind during a round of golf at premier courses nearby, discover the beauty of Arizona during a guided hike, indulge in the arts found at local museums and galleries, or treat yourself to a little downtown-area shopping. Whether you are looking for culture and cuisine or recreation and relaxation, this city provides the ultimate escape.



Spa

Discover an extraordinary journey of rejuvenation, balance and pure relaxation at the Sanctuary Resort Spa, one of the top destination spas in the country. Indulge in distinctive architecture, an array of lavish spa amenities, and an extensive menu of Asian-inspired services in twelve indoor and outdoor treatment rooms and outdoor Watsu® pool. Luxuriate amidst a tranquil Zen meditation garden and soothing reflection pond — renew your spirit at the ultimate spa retreat in Scottsdale. Sanctuary Spa is proud to be listed as a Four-Star spa for four consecutive years in the prestigious Forbes Travel Guide.



Dining

Dynamic settings. Mouth-watering cuisine. Jaw-dropping views. Sanctuary Resort features sensational dining options that delight every palate, and venues as unique as the fare. Savor farm-fresh American cuisine with Asian accents at the award-winning elements restaurant, indulge in an innovative mixology experience at Jade Bar, or discover the serenity of dining under the stars combined with breathtaking views of Paradise Valley on elements deck. Personalized and private dining options are also available for guests in search of a unique setting for their social, business, and intimate celebrations. Sanctuary Resort offers a variety of distinctive indoor and outdoor venues and 24 hour in-room dining services. All seasonal menus offered throughout this luxurious Scottsdale resort are created and overseen by renowned Food Network star and Executive Chef Beau MacMillan.



Airport and Car Rental

Sanctuary on Camelback Mountain is located 12 miles north of the Car Rental Building at Sky Harbor Airport (1805 East Sky Harbor Circle South). Driving time to Sanctuary is approximately 25 minutes.

Room Reservations (separate from MLA Registration)

MLA has a limited block of rooms available of Mountain Vista Casitas at \$399 per night plus resort fee of \$20 and tax (currently 13.17%) at The Sanctuary on Camelback Mountain. You may make your reservations by contacting the hotel directly at 855-245-2051. Please reference "MLA" or "Multi-housing Laundry Association" when making your room reservations. **The cut-off date for reservations is 5:00 pm (Eastern), October 5, 2017.** A one night's deposit will be required to guarantee a reservation. Check-in time is 4:00 pm and check-out is 12:00 pm. Contact: reservations@sanctuaryaz.com.

To book online: <https://gc.synxis.com/rez.aspx?tps=fml&arrive=2017-10-25&adult=1&step=1&hotel=27156&shell=PHXSC2&chain=10237&template=PHXSC&avcurrency=USD&group=MLA2017>

MLA 2017 Fall Educational Conference Registration

This form may be photocopied. Registration is discounted (as part of your annual membership dues payment) to \$350 each for MLA Member Company staff and \$199 for each MLA Member Company guest/spouse not attending any educational sessions. Registration includes attendance at the educational sessions (except for guest/spouse), opening night dinner and Sanctuary cocktail reception, two breakfasts, and coffee breaks. Additional registrants or guests may attend at a registration fee set to cover the cost of food, beverages, and speaker expenses. Non-member company representatives may attend at the non-member registration fee. There will be a \$50/per person late fee charged for any registration postmarked after October 5, 2017, and a \$25 administrative charge for non-emergency (emergencies are defined as a documented medical situation for family members, death of a family member) cancellations received after October 1, 2017, and "no shows."

**** To save the information on this brochure, you may return a photocopy of this form. ****

Company Name _____

Company Address _____

City _____ State/Province _____ Zip/Postal Code _____ Country _____

Company Phone _____ Company Fax _____

Email _____

Does anyone in your party have any dietary restrictions or special needs? If yes, please explain: _____

MLA Members

Registrants' Name	Nickname	Fees	Fri Route Operator Round Table	Fri Dinner	Sat Breakfast	Sat Ed Session	Sat Cocktail Reception	Sun Breakfast	Sun Ed Discussion
1. _____		\$350	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. _____		\$350	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. _____		\$350	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. _____		\$199 Guest/Spouse		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	
5. _____		\$199 Guest/Spouse		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	

Non-Members

Registrants' Name	Nickname	Fees	Fri Route Operator Round Table	Fri Dinner	Sat Breakfast	Sat Ed Session	Sat Cocktail Reception	Sun Breakfast	Sun Ed Discussion
1. _____		\$1500	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. _____		\$incl. w/ first reg	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. _____		\$750	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. _____		\$250 Guest/Spouse		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	
5. _____		\$250 Guest/Spouse		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	

Our company is not currently a member of the Multi-housing Laundry Association (MLA). Please have someone contact us about membership.



1500 Sunday Drive, Suite 102 • Raleigh, NC 27607-5151
 phone (919) 861-5579 or (800) 380-3652 • fax (919) 787-4916
 hcurrie@mla-online.com • www.mla-online.com

Payment

Late Fees (after October 5): # of registrants _____ x \$50 each \$ _____
GRAND TOTAL: \$ _____

Make checks payable to "MLA" and send to:
 MLA 2017 Fall Educational Conference, 1500 Sunday Dr., Ste. 102, Raleigh, NC 27607

Credit card payments are accepted through our online registration at:
<http://mla-online.com/2017fallreg>