



# AT Showplace-Las Vegas 2017 Tow Industry Week Conferences

Revised April 24, 2017 (Schedule subject to change)

## Wednesday, May 10, 2016

		<b>Room</b>
8:00 AM – Noon	<b>Heavy-Duty Recovery: Conventional &amp; Rotator-I: 4 Hours Classroom</b> <i>Bruce Campbell, WreckMaster</i>	Sonoma C
1:00 – 5:00 PM	<b>Heavy-Duty Recovery: Conventional &amp; Rotator-II: 4 Hours Hands-On</b> <i>Bruce Campbell, WreckMaster</i>	Arena
1:00 – 1:50 PM	<b>Instituting the Safety Meetings</b> <i>Randall Resch, American Towman Magazine</i>	Sonoma A
1:00 – 1:50 PM	<b>The Physics of Towing and Recovery</b> <i>Terry Abejuela, American Towman Magazine</i>	Sonoma B
2:00 – 2:50 PM	<b>Safety Accidents—or Repeated Mistakes?</b> <i>Randall Resch, American Towman</i>	Sonoma A
2:00 – 2:50 PM	<b>Leading Customer Service</b> <i>Miguel Cifuentes, Road America</i>	Sonoma B
3:00 – 4:30 PM	<b>What is Your Vision for 2020?</b> <i>John Borowski, Auto Return &amp; Brian Riker, Fleet Compliance</i>	Sonoma A
3:00 – 4:30 PM	<b>Effective Use of Flares and Cones</b> <i>Terry Abejuela, American Towman Magazine</i>	Sonoma B

## Thursday, May 11, 2017

		<b>Room</b>
8:00 – 9:30 AM	<b>Evaluating Your Bottom-Line</b> <i>Randall Resch, American Towman</i>	Sonoma A
8:00 – 9:30 AM	<b>Recruiting &amp; Hiring Process</b> <i>Don Archer, American Towman</i>	Sonoma B
8:00 AM – Noon	<b>Heavy-Duty Recovery: Conventional &amp; Rotator-Part III: 4 Hrs Classroom</b> <i>Bruce Campbell, WreckMaster</i>	Sonoma C
8:00 AM – 5:00 PM	<b>Light-Duty Recovery Training, CTTA-Part I: 8 Hours Classroom</b> <i>Terry Abejuela, American Towman Magazine</i>	Palm
9:30 – 11:00 AM	<b>Spec'ing Your Truck</b> <i>Shane Coleman, Jerr-Dan</i>	Sonoma A
10:00 – 10:50 AM	<b>The Operating Manual</b> <i>Don Archer, American Towman Magazine</i>	Sonoma B
11:00 - 11:50 AM	<b>Introducing Profit Pay</b> <i>John Shea, Employer's Guardian</i>	Sonoma A
11:00 - 11:50 AM	<b>Local Search Dominance: Call, Click, Cash!</b> <i>Mike Rappaport, OMG National &amp; Co-Producer of American Towman TV</i>	Sonoma B
8:10 – 10:00 PM	<b>Light-Duty Recovery Training, CTTA-Part II: 2 Hours Hands-On</b> <i>Terry Abejuela, American Towman Magazine</i>	Arena Concourse

## Friday, May 12, 2017

		<b>Room</b>
8:00 – 8:50 AM	<b>Effective Succession Planning</b> <i>John Bishop, Automotive Training Institute</i>	Sonoma A
8:00 – 9:30 AM	<b>Marketing Decisions Driving Profit</b> <i>Dennis Wencel, TowProgram.com</i>	Sonoma B
8:00 – 9:30 AM	<b>The Business Side of Rotators</b> <i>Bruce Campbell, WreckMaster</i>	Sonoma C
8:00 – 9:30 AM	Space on Hold	Sonoma D
8:00 – 11:00 AM	<b>Light-Duty Recovery Training, CTTA-Part III: 3 Hours Hands-On</b> <i>Terry Abejuela, American Towman Magazine</i>	Arena Concourse
9:30 – 11:00 AM	<b>Servicing Lockouts</b> <i>Oscar Will, Automobile Club of So. California</i>	Sonoma A
9:30 – 11:00 AM	<b>Towing's Common Cost Behavior</b> <i>John Borowski, Auto Return</i>	Sonoma B
10:00 – 10:50 AM	<b>Electronic Logging Device Compliance</b> <i>Brian Riker, Worldwide Equipment Sales</i>	Sonoma C
12:30 – 2:30 PM	<b>Light-Duty Recovery Training, CTTA-Part IV: 2 Hours Hands-On</b> <i>Terry Abejuela, American Towman Magazine</i>	Arena Concourse
2:30 – 3:30 PM	<b>Light-Duty Recovery Training, CTTA-TEST: 1 Hour Test</b> <i>Terry Abejuela, American Towman Magazine</i>	Palm