



**Barb Jackson, CR**  
Invites you to

**Increase Profit Margins!**

**Create new profit centers**

**Expand & improve your contents processing division**

**Streamline contents-handling systems and processes**

**Improve productivity with consistent results**

**Virtually eliminate losses and liabilities**

**Process claims faster!**



**Total Contentz**  
TRAINING, CONSULTING & FACILITY DESIGN

**Presents**

# **Contents Processing & Pack Out Workshop**

**Learn directly from Restoration Industry Experts.**

**Each presenter will share vital information, tips and techniques on how to make the most of YOUR contents processing capabilities!**

**Hosted by:**



**AMRESTORE**  
Contents & Equipment Specialists  
796 Cromwell Park Drive STE K  
Glen Burnie, MD 21061

**Classroom Provided by:**



**CLEANER'S CLOSET**

*interlinksupply*

**THE CLEANER'S CLOSET**  
796 CROMWELL PARK DR STE E  
GLEN BURNIE, MD 21061

**Hands on training will be held in AmRestore's newly built state-of-the-art contents processing facility designed by Total Contentz**

## **3 - Day Workshop**

**April 7-9, 2008**

**Monday – Wednesday**

**Just minutes from  
Baltimore BWI Airport**



## **Contents Processing & Pack Out Workshop Agenda:**

### **Improve Your Contents Processing Capabilities**

Learn the Four Fundamental Factors of a successful contents division: Facility; Personnel; Equipment and Supplies; and Systems. Determine how to grow a strong foundation for your division.

**Presented by Barb Jackson, CR - Contents Processing Consultants**

### **Deodorization of Damaged Contents**

Learn how to apply deodorization techniques to your current methods.

**Presented by – TBA**

### **Dry Cleaning & Laundry**

Learn what to expect from a Restoration Dry Cleaning Service Provider to get the most from their service. **Bonus for Managers:** Should you process in-house or outsource? We'll show you how to maximize your profits with each option.

**Presented by Courtney Folk - Textile Restorations**

### **Inventory and Packing Procedures**

Enhancing your inventory and photo documentation procedures is vital for compiling accurate estimates. Hands-on packing procedures will help you to handle contents with care & minimize breakage, loss and other liabilities. Learn how to improve your pack outs!

**Presented by Barb Jackson, CR – Total Contentz**

### **Artwork, Antiques & Antiquities**

Expand your capabilities by confidently offering professional art restoration. Learn basics of item identification, handling, stabilizing and shipping.

### **Processing of Mold Contaminated Contents**

Learn a variety of methods for adjusting your processing system to deal with this ever increasing contaminant.

**Presented by Michael Pinto, Ph.D. - Wonder Makers Environmental**

### **Ultrasonic Processing**

Increase your production, decrease labor costs and achieve consistent results using proven Ultrasonic Assembly Line Techniques.

**Presented by Bill Stouffer – Omegasonics Corporation**

### **Electronics Processing**

Expand your contents processing capabilities by providing fully functional and odor free restored electronics. Learn how easy it is to establish an in-house Electronics Restoration profit center.

**Presented by Tim Jackson - Total Contentz, LLC**

### **Feature Session: Disaster Planning Services**

Learn how to introduce your company to a new market. Add new services & revenue streams to your business. This is an introduction to the field of business continuity and disaster planning. Make your company indispensable to your clients.

**Presented by David Mistick, CMP, CBRM and Paul Campbell, CR, CMR - Circumspex**

## 3 - Day Workshop Schedule

**April 7-9, 2008  
Monday - Wednesday**

**Registration & Breakfast:  
7:30 AM Daily**

**Workshop Hours  
8:00 AM - 4:30 PM**

**Workshop Location:  
Arrive here in morning:**

Classroom: 796 Cromwell Park Drive STE K  
Glen Burnie, MD 21061

Hands-On Training: Just 2 doors down at:  
AMRESTORE  
Contents & Equipment Specialists  
796 Cromwell Park Drive STE K  
Glen Burnie, MD 21061

### **REGISTRATION FEE:**

- **\$749.00 USD per person**
- **Register by March 28 & save \$100.00 per person!**
- **2 or more attendees from same company receive additional \$50 discount per person**  
**OR**
- **4<sup>th</sup> person from same company is FREE!**

### **MEALS INCLUDED EACH DAY:**

- **Continental breakfast - provided by Cleaners Closet**
- **Refreshments**
- **Lunch**

### **YOU WILL RECEIVE:**

- **2 IICRC CE Credits** – Bring your #
- **Course Materials**
- **Complimentary RIA Guidelines (\$95.00 Non-Member Price)**

**To Register – Fax Registration Form to 928-345-3066**

## **TRAVEL INFORMATION**

### **Airport**

Baltimore-Washington International Airport (BWI)  
*The Workshop Location is 5 miles from BWI*

### **Shuttle**

Each hotel offers free shuttle service to and from Airport and Training Center

### **Hotels**

Request AmRestore Training Block Rate  
Both hotels are within 2 miles of Training Center

#### **BWI Airport Hampton Inn (Recommended)**

829 Elkridge Landing Road  
Linthicum, MD 21090  
\$139 per night  
2 Queens or King  
After hours free refreshments  
[www.hamptoninnbwiairport.com](http://www.hamptoninnbwiairport.com)  
410-850-0600

#### **Comfort Inn BWI**

6921 Baltimore Annapolis Blvd  
Baltimore, MD 21225  
\$109 per night  
Standard  
410-789-9100



# Registration Form



## Contents Processing & Pack Out Workshop

**Glen Burnie, Baltimore, Maryland**

**Dates:** Monday, April 7 – Wednesday April 9, 2008  
**Hours:** 8:00am – 4:30pm

**REGISTRATION FEE:** \$749 PER PERSON

**DISCOUNTS:**

- Early registration – Sign up by March 28, 2008 for \$100 discount each
- Sign up 2 attendees from the same company - receive \$50 discount each
- Sign up 3 attendees from the same company and the 4<sup>th</sup> is FREE!

**INCLUDED:**

- Receive 2 IICRC CE credits
- Continental breakfast, lunch and refreshments
- Course Materials

Registration & continental breakfast begins at 7:30 a.m. The training begins at 8:00 a.m. and concludes 4:30 p.m.

<b>Contact Name:</b>	<b>Contact Email:</b>
----------------------	-----------------------

<b>Company Name:</b>
----------------------

<b>Company Address:</b>
-------------------------

<b>City, State, Zip:</b>	<b>Website:</b>
--------------------------	-----------------

<b>Phone:</b>	<b>Fax:</b>
---------------	-------------

Please fill in attendee names as you would like them to appear on the attendance certificate

<b>#1 Attendee Name:</b>	<b>Position:</b>
--------------------------	------------------

<b>#2 Attendee Name:</b>	<b>Position:</b>
--------------------------	------------------

<b>#3 Attendee Name:</b>	<b>Position:</b>
--------------------------	------------------

<b>#4 Attendee Name:</b>	<b>Position:</b>
--------------------------	------------------

### PAYMENT INFO

<b># of Attendees</b> _____ <b>X \$</b> _____ <b>= \$</b> _____	<b>Check #</b> _____
---	----------------------

Visa    MasterCard    Amex    Discover

**Card #** \_\_\_\_\_ **Exp.:** \_\_\_\_\_

**Name on Card:** \_\_\_\_\_

**Cardholders Address:** \_\_\_\_\_