

Joint Seminar for Coaches and Managers/Operators



2018 ISI Seminar

Wednesday September 12, 8:00-3:30pm

Host Location: RMU Island Sports Center – 7600 Grand Avenue Pittsburgh, PA 15225

Please RSVP to liz@skateisi.org with your name, email and home rink

8-8:30am Registration - *Coffee & Donuts*

8:30-9:00 am (30 mins) **Welcome and ISI Updates** – *Liz Mangelsdorf and Rob McBride*

Operators/Managers Track

9:15-10:15 am - Energy Efficiency Through Maintenance Best Practices – *Rob McBride*

An overview of the critical impact that maintenance has on ice arena equipment operating costs and the best practices to reduce inefficiency and breakdowns. A practical presentation for both managers and equipment operators.

10:25-11:25 am – Resurfacer Maintenance - *Doug Peters*

Instruction on how to safely operate your ice resurfacer, better train your employees on the safe operation of the ice resurfacer as well as achieve maximum performance of this critical piece of equipment in your facility.

11:25-12:00 Lunch & Networking – *Lunch provided for all attendees*

12:05-12:55 - Customer Service & Skater Retention – *Lisa Fedick*

Your skaters are not purchasing a product, but rather an experience where cost is one quantitative factor, among all of the qualitative ones --the most important being FUN! This course will show you how to cultivate a customer-service-oriented team, trained to exceed your customers' expectations.

1:00-2:00 – Utilizing Technology to Improve Operations and Energy Efficiency In Ice Arenas - *Rob McBride*

Learn how technology can play a pivotal role in improving service to your patrons while reducing your energy consumption and environmental impact. The presentation will focus on building automation technology with real life examples of the impact a well-designed integrated system can have on your arena.

2:15-3:15 - PPFMG Meeting

Coaches Track

9:15-11:15 - On Ice Jump and Spin Technique - *David Santee*

11:15-12:00 Lunch & Networking – *Lunch provided for all attendees*

12:05-12:55 - Customer Service & Skater Retention – *Lisa Fedick*

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1:00-1:45 - Come learn at the *School of Dave* – *David Santee*

1:50-2:35 – Using Both Programs for Successful Skaters & A Successful Business! – *Lisa Fedick and David Santee*

Expand programs and keep skaters in your facility by using the ISI Ice Skating program and the US Figure Skating program together. This session will help you find success and satisfaction for every customer.

2:40-3:30 – Proper fitting for Boots/Blades – *Ron Griffin*

Guest Speakers:

David Santee – Dave is a two time Olympian and seven time World Team Member. He was a 1981 World Silver Medalist. Dave was inducted in 2015 to the ISI and U.S. Figure Skating Hall of Fame. He is currently the Director of Skating at Oakton Ice Arena in Park Ridge, Illinois. He coaches all levels of skaters in both the USFS and ISI tracks. He currently serves as the Instructors Section Rep on the ISI Board of Directors, as well as, the ISI Representative to US Figure Skating Board of Directors. David is an engaging instructor and coaches are guaranteed to will walk away with new ideas and motivation to take back to use with their students.

Rob McBride - Rob is the President of ISI, elected in May of 2013. He was Previously Treasurer and Chair of the Board of Regents for the association. He is also President and Founder of FMC Ice Sports; a Massachusetts-based firm that operates 24 ice arenas and provides consultation on management, operation and design / construction of ice arenas.

FMC was created in 1992 to provide management and operational services for public ice arenas. The company specializes in long-term partnership leases that enable it to invest substantial resources in the renovation or reconstruction of existing public facilities in need of capital replacements or improvements. In addition to long-term operating leases, the firm also provides ministerial, daily management and operational services for municipalities and educational institutions.

With 25 years of experience in all facets of public and commercial ice arena management and operations, he brings a wealth of knowledge and practical experience to the classroom. He graduated from Bridgewater State University with a Bachelor Degree in Management. He has also studied at Boston University School of Management. He is an ISI University Certified Arena Executive (CAE) as well as Certified Arena Manager, Operator and Programmer.

Lisa Fedick - Lisa began her career in the ice arena industry as a USFSA sectional competitor, back in the wonderful days of compulsory figures. After earning a degree in Chemical Engineering from the University of

Connecticut, Lisa's career in rink management began with her company being awarded the long term lease of the Wonderland of Ice in Bridgeport, Connecticut, as part of one of the first ice arena privatization arrangements in the country. This facility has since been expanded to include a second NHL surface, as well as a dedicated curling rink, which has increased the business footprint by 600%. Lisa has also recently acquired a second arena in Norwich, Connecticut.

Throughout her journey Lisa has never given up her first love, coaching. She has coached numerous sectional figure skaters and served as power skating coach to three US Olympic Ice Hockey team members. Currently, Lisa is the Head Coach of the Sacred Heart University Intercollegiate Skating Team.

Lisa is the Second Vice-President of the Ice Sports Industry and the Chair of the Ice Sports Industry University. Lisa is a Certified Arena Executive, ISI International Judge and Referee, PSA Master rated Program Director and she is truly honored to be presenting at this event. Education is the key to evolution.

Doug Peters - Doug is the Regional Sales Manager for the Zamboni Company. He has held this position since 1992. Prior to assuming this position he came to Zamboni to be their Customer Service Manager, starting in 1987.

During his time with the company he has traveled across the country to instruct customers on the safe and proper operation of the full line of Zamboni Ice Resurfacers. In addition to customer site visits he has presented at numerous seminars and industry conferences, including the ISI, NEISMA, MIAMA, WIAMA and MIRMA.

Prior to his work at Zamboni, Mr. Peters worked for R&R Specialties which is a distributor for the Zamboni Company. During his tenure there he learned about the Zamboni Ice Resurfacers while providing technical support to customers which included field service.

Ron Griffin - Ron has worked for Riedell as an independent sales agent since 1996 covering Michigan, Ohio, Indiana and Kentucky. Pennsylvania and the North Eastern states were added to my territory in the fall of 2017.

Ron's responsibilities include servicing and maintaining relationships with pro shops, specialty skate shops and retail stores selling our product. This includes training sales staff on our product, education on boot and blade recommendations, fitting, and troubleshooting, mounting, and sharpening.

He has been working with coaches/instructors, holding product seminars for themselves as well as for parents. I work closely with retailers holding Riedell fitting days.