



Business Management Training Seminar

Monday, October 20-Tuesday, October 21, 2008

Embassy Suites-North Indianapolis

3912 Vincennes Road, Indianapolis, IN 46268

(Immediately following **BRAND SOURCE** Mid-America Region meeting)

BRAND SOURCE SERVICE, in association with the United Servicers Association (Service USA), is excited to announce a service business management training seminar in Indianapolis, IN Monday, October 20-Tuesday, October 21.

What is the format of the seminars?

The event will begin with roundtable discussions on service business management topics Monday evening and will continue Tuesday with business management training for owners and service managers.

Who will provide the training?

BRAND SOURCE SERVICE and a professional facilitator from USA will facilitate the round table discussions and present the business management training.

What is the content of the business management training?

Training will focus on driving technician productivity and increasing profitability. Key performance indicators such as costs of doing business analysis, cycle time, first time completes, flat rate pricing, business management software and add on sales will be the primary areas of focus.

Who is eligible to attend?

The seminars are industry events and all appliance service companies are welcome to attend, provided they are not members of a competing buying group. **BRAND SOURCE** and **BRAND SOURCE SERVICE** members may attend at no cost. Other companies will pay a nominal fee which is refundable upon joining **BRAND SOURCE SERVICE**.

How do I sign up?

Complete and return the attached registration form.

For additional information please contact:

JR Zirkelbach

Director, Brand Source Service

jr.zirkelbach@brandservice.com

(714) 502-9620



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AGENDA

Monday

5:00 PM - 8:00 PM Roundtable discussions

Tuesday

8:00 - 10:00 AM Cost of Doing Business Analysis

10:00 - 11:00 AM Reducing Cycle Time

11:00 - 12:00 PM Increasing First Time Completes

12:00 - 12:30 PM Lunch

12:30 - 1:00 PM www.mycycletime.com

1:00 - 2:00 PM **BRAND SOURCE SERVICE** Business

Management Software powered by Swiftlink

2:00 - 3:00 PM Flat Rate Pricing

3:00 - 4:00 PM Add-On Sales

BRAND SOURCE SERVICE member: **FREE**

BRAND SOURCE member: **WAIVED**

Non- BRAND SOURCE member: \$100.00 per person, refundable upon joining **BRAND SOURCE SERVICE** within 30 days of event.

Store name: _____ Phone: _____

Attendee name(s): _____ Fax: _____

Address: _____ Email address: _____

City: _____ State: _____ ZIP: _____

Payment method: MasterCard Visa American Express Amount Due: \$ _____

Card number: _____

Name as it appears on card: _____

For additional information please contact:

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Director, Brand Source Service

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(714) 502-9620

Fax This Form To:

(714) 502-9627

Hotel Reservations

Please contact the hotel directly for room availability.

(317) 872-7700

Room Rate: \$125.00

Code: AVB