



Business Management Training Seminar

Thursday, January 8, 2009

The Mills House Hotel

115 Meeting Street, Charleston, SC 29401

(In conjunction with the **BRAND SOURCE** South Atlantic 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 Charleston, SC on Thursday, January 8, 2009.

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 include a cost of doing business analysis (bring your balance sheet and P&L statement) as well as how and why to separate your sales and service financials, reduce cycle time, increase first call completes and convert to flat rate pricing.

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 SERVICE** members may attend at no cost. The registration fee is being waived for non- **BRAND SOURCE SERVICE** members.

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

| | |
|-------------|---|
| 1:00 – 2:00 | Cost of Doing Business Analysis |
| 2:00 – 2:30 | Separating Sales and Service Financials |
| 2:30 - 3:30 | Reducing Cycle Time |
| 3:30 – 4:00 | Increasing First Time Completes |
| 4:00 – 5:00 | Flat Rate Pricing |

BRAND SOURCE SERVICE member: **FREE**

BRAND SOURCE member: **WAIVED**

Non- **BRAND SOURCE** member: **WAIVED**

Click the logo at the top of the next page to register online
and make hotel reservations

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2009 SOUTH ATLANTIC REGION MEETING CHARLESTON



[please click here to register for the meeting](#)



JANUARY 8-11, 2009
THE MILLS HOUSE HOTEL

(The rate at the hotel is \$135.50 per night plus tax.)

Agenda

- | | |
|-------------|------------------------------|
| | January 8 th |
| 11 am | Golf |
| 1-5pm | Service Training Session |
| 6-8pm | Welcome Reception |
| | January 9 th |
| 7:30 am | Continental Breakfast |
| 8am-12pm | General Session |
| 12pm-1pm | Lunch |
| 1pm-5:30 | Supplier Breakout Rotations |
| 6:30pm | Supplier Appreciation Dinner |
| | January 10 th |
| 7:30 am | Continental Breakfast |
| 8am-9:30 am | General Session |
| 9:30am-11am | Category Breakout Sessions |
| 11am-1:00pm | General Session |
| 6pm - 7pm | Farewell Reception |

For questions or more information please contact Laura@tvplnrs.com or 864.322.5397