

## Business Management Training Seminar

Tuesday, March 31, 2009

Ramada Inn Airport and Thunderbird Conference Center  
2300 East American Boulevard, Bloomington, MN 55425

(In conjunction with the **BRAND SOURCE** North Central 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 Bloomington, MN on Tuesday, March 31, 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** and **BRAND SOURCE SERVICE** members may attend at no cost. The registration fee for other companies is **WAIVED**.

### How do I sign up?

Complete and return the attached registration form.

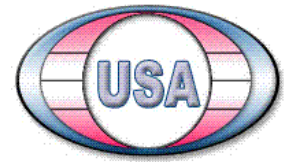
**For additional information please contact:**

JR Zirkelbach

Director, Brand Source Service

[jr.zirkelbach@brandservice.com](mailto:jr.zirkelbach@brandservice.com)

(714) 502-9620



# Business Management Training Seminar

Tuesday, March 31, 2009

Ramada Inn Airport and Thunderbird Conference Center  
2300 East American Boulevard, Bloomington, MN 55425  
(In conjunction with the **BRAND SOURCE** North Central Region meeting)

## AGENDA

2:00 – 3:00	Cost of Doing Business Analysis
3:00 – 3:30	Separating Sales and Service Financials
3:30 - 4:30	Reducing Cycle Time
4:30 – 5:00	Increasing First Time Completes
5:00 – 6:00	Flat Rate Pricing

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

Company name: \_\_\_\_\_ Phone: \_\_\_\_\_  
Attendee name(s): \_\_\_\_\_ Fax: \_\_\_\_\_  
Address: \_\_\_\_\_ Email address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

**For additional information please contact:**

JR Zirkelbach  
Director, Brand Source Service  
[jr.zirkelbach@brandsource.com](mailto:jr.zirkelbach@brandsource.com)  
(714) 502-9620

Check here if you need sleeping rooms.  
You will be contacted directly to complete your reservations.

Fax This Form To:  
(714) 502-9627