

## Business Management Training Seminar

Sunday, June 21, 2009

Little River Resort and Casino

Manistee, MI

(In conjunction with the **BRAND SOURCE** Michigan 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 Manistee, MI on Sunday, June 21, 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 best practices for service managers, warranty claim filing, parts management and service call scheduling. Other topics will include cost of doing business analysis, how and why to separate your sales and service financials, reducing cycle time, increasing first call completes and converting 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. 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.

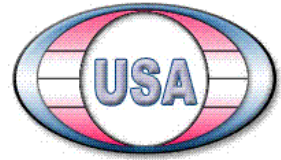
**For additional information please contact:**

JR Zirkelbach

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(714) 502-9620



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### AGENDA

**12:00 PM-4:00 PM**

- Service Management
- Warranty Claim Filing
- Parts Management
- Service Call Scheduling

Other topics include cost of doing Business, separating sales and service financials, reducing cycle time, increasing first time completes, converting to 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: \_\_\_\_\_

### Sleeping Room Reservations

**(866) 473-2538**

Mention Michigan Brand Source for a good room rate

### For additional information please contact:

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Fax This Form To:

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