



**Tribles Is Pleased to Sponsor
The 2009 Fall United Servicers Association
Regional Service Meeting**



October 21 - 22, 2009

**Where: 16200 Queens Court
Upper Marlboro MD 20774**

Agenda

Wednesday October 21, 6:00pm - 9:00pm

• Open Roundtable Discussion

Common business management issues lead by

Dean Landers

Of Landers Appliance Baltimore MD

Thursday October 22, 8:00am - 12:00pm

• Dean shows how to build customer loyalty, increase

your chances of a repair vs. replacement and enhance your profitability.

• Understand the true cost of doing business and how to calculate it.

• Understand what drives your first call completes and how to increase them.

• Learn the advantages of flat rate pricing and discover how much you're leaving behind.

Lunch provided from 12:00pm - 1:00pm

Service Training, 1:00pm - 5:00pm

- Whirlpool Field Service Representative will provide technical training on current issues facing servicers.

TO REGISTER YOU MUST FILL OUT THIS FORM COMPLETELY AND RETURN TO **Angela Roberts** (Fax: 800: 367-3748)
Please return by October 12th

Cost = \$79.95 per person

Account Name _____

Bill My Tribles Account (Account Number) _____

Bill My Credit Card _____ **Exp Date** _____

Visa MasterCard American Express

Name of Technician _____

Email Address _____

Phone Number _____

*****NOTE: YOU ARE NOT REGISTERED UNTIL Tribles RECEIVES the COMPLETED FORM AND PAYMENT.
If you do not receive confirmation of your registration by
October 19, 2009 please call: 301-281-2221**