

Automotive Service Professionals



Automotive Service Association Midwest

Now serving Missouri, Kansas, Iowa, Nebraska, Arkansas and Oklahoma

Central Missouri Area Automotive Service Professionals

Tuesday, February 20, 2018

6:30 - 8:30 pm

Process & Procedures for Your Front Office

Presented In Person Mike Lasuzzo
BG Products

Sponsored by:



LOCATION:

HyVee
Rock Bridge Shopping Center
405 E Nifong Blvd
Columbia, MO 65201

ASA Members Only - \$25

Non-Members - \$35

RSVP by February 9th

Join us as we discuss understanding how we can be more consistent with our customers to ensure that they understand the clear next steps with their vehicle. Topics to be included are greeting the customer, walking around the vehicle (damage), reviewing history, clear expectations, status call, presenting an inspection, closing the sale and setting up next service.

Registration Form

Company: _____ **Phone:** _____

Attendees: _____

Credit Card : _____

Name on the Card: _____

Exp. Date: _____ **CVC Code:** _____

Billing Address: _____ **Zip:** _____

Fax to 816.817.2260
Or call ASA-Midwest at 816.413.9800

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