

Springfield Chapter



Negotiation for Increased Sales

Presented in person by
Barry Barrett, RLO Training



Saturday, October 6, 2018

8:00 am - 4:00 pm

WHO IS THIS TRAINING FOR:

*Shop Owners, Managers
and Service Advisors*

What happens in your shop when a customer declines work? Very few Service Advisors and other sales staff possess enough negotiating skills to overcome even the simplest of price objections or customer perceptions of lack of value. Few people are born with the natural ability to negotiate. Therefore, for the majority, negotiation is an acquired skill through a learning process. In this workshop, you will learn the correct questions to ask to overcome the customer's concerns while not sounding pushy and condescending making it a win/win for all parties involved.

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 MWACA at 816.413.9800

LOCATION:

Classic Rock Coffee
1900 W Sunset Street
Springfield, MO 65807

\$249 for MWACA Members
\$299 for non-members

Includes lunch & training

YOU MAY REQUEST THE SENDER NOT SEND FUTURE FAXES TO YOUR FAX BY CALLING 866.205.9658, EXT 60940 OR FAXING 816.817.2260

AND IDENTIFYING THE NUMBER OF YOUR FAX MACHINE. INFOFAX DISTRIBUTED BY MWACA. WWW.MWACA.ORG

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