

Automotive Service Professionals



Automotive Service Association Midwest

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

St. Louis Area Automotive Service Professionals How to Understand What Your Customer is Thinking



presented in person by
Doug Jacquot, Owner of Jammin' J Auto

WHO IS THIS TRAINING FOR:

*Anyone who interacts
with customers*

Tuesday, January 9, 2018

6:30pm - 8:30pm

LOCATION:

**Forest Park CC
Room G014B
5600 Oakland Ave
St. Louis, MO 63110**

ASA Members Only - \$30

Non-Members - \$35*

* Early Bird Discount if registered before January 2, 2018 *

RSVP by January 5, 2018

Have you ever wondered what your customers are thinking, but they just won't say it?

Join Doug Jacquot, owner of Jammin' J Automotive, as he takes his 17 years of sales experience and applies it to your front counter.

We will cover people skills like...

- Effective questioning techniques
- Voice inflections over the phone and why they are so important to listen for
- How to read body language
- How to understand your customers and convert into sales

John D Rockefeller said "the ability to deal with people is as purchasable a commodity as sugar or coffee and I will pay more for that ability than for any under the sun."

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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