

# Automotive Service Professionals



## Automotive Service Association Midwest

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

### Springfield Area Automotive Service Professionals

#### How to Make a Lasting Impression

presented in person  
by Barry Barrett, RLO Training



Saturday, May 6, 2017

8:00am - 4:00pm

LOCATION:

Pasta Express  
3025 W. Republic Rd.  
Springfield, MO 65807

ASA-Midwest members - \$249  
Non-Members - \$299

Includes lunch & training

RSVP by May 1st

Have you ever had an experience where someone went above and beyond for you?

Did that make a lasting impression? A lasting impression isn't done by accident - it is a process.

Join Barry as he teaches you a seven-step sales process that provides the advisor with a clear model of how a customer is supposed to be served at every stage of the sale. During the interactive training, Barry will use real customer scenarios for you to immediately take back to your shop to implement. He will also be providing you with the resources to develop phone skills and high quality scripts, improve your up-selling and closing techniques, review recorded sales calls and identify errors, and increasing your overall customer satisfaction!

Register today!

#### Registration Form

Company: \_\_\_\_\_ Phone: \_\_\_\_\_

Attendees: \_\_\_\_\_

Amount: \_\_\_\_\_

Credit Card : \_\_\_\_\_

Name on the Card: \_\_\_\_\_

Exp. Date: \_\_\_\_\_ CVC Code: \_\_\_\_\_

Billing Address: \_\_\_\_\_ Zip: \_\_\_\_\_

Fax to 816.817.2260  
Or call ASA-Midwest at 816.781.5801



Coming Soon to  
Springfield:

JUNE 20th  
Springfield Cardinals Game

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