

Central Missouri Chapter



Dysfunctional Courtesy Inspection

presented in person by Jim Silverman

Tuesday, November 19, 2019

6:30 pm - 9:00 pm

D. Rowe's

1005 Club Village Drive

Columbia, MO 65203

sponsored by



WHO IS THIS TRAINING FOR:

*Shop Owners, Managers,
and Service Advisors*

One thing that's frequently overlooked in the shop process is consistency and continuity. Without these, the customer experience is flawed. By taking a few steps to correct these things, productivity, perception and profitability is greatly improved.

**Members: \$35
Non-Members: \$45**

**Fax to 816.817.2260
Or call MWACA at 816.413.9800**

Registration Form

Company: _____ **Phone:** _____

Attendees: _____

Credit Card : _____

Name on the Card: _____

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

Billing Address: _____ **Zip:** _____