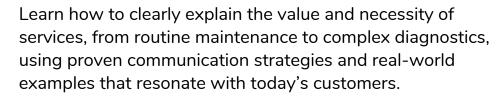


## **Wichita Chapter**

## **Communication Mastery**

## In-Person training with Coralee Zeuff

Master Service Advisor & Coach



This course will help you build confidence in presenting recommendations, overcome common objections, and turn technical language into simple, customer-friendly explanations.

Discover how visual aids—such as diagrams, images, and videos—can enhance customer understanding, create transparency, and build long-term trust. See how these tools can be integrated into your everyday workflow to support your message and reinforce your professionalism.

Gain valuable insights into adapting your communication style across various channels including phone, in-person conversations, and email. Learn when and how to deliver key messages for maximum impact, no matter the customer or the setting. Whether you're a service advisor, technician, or shop owner, this class equips you with the tools to improve customer satisfaction, increase approval rates, and strengthen your shop's reputation.

Register at MWACA.org/events

Questions? 816.413.9800



U U

Tuesday, Oct 14, 2025



6:00 - 9:00pm



WSU City Center Campus 301 S Grove, Building C Wichita, KS 67211 Classroom C3

Members: \$75 Non-Members: \$90

includes dinner and training

For Service Advisors, Owners and Managers

MWACA is committed to providing a recruitment-free environment during training sessions and events for all employees of its member shops.