



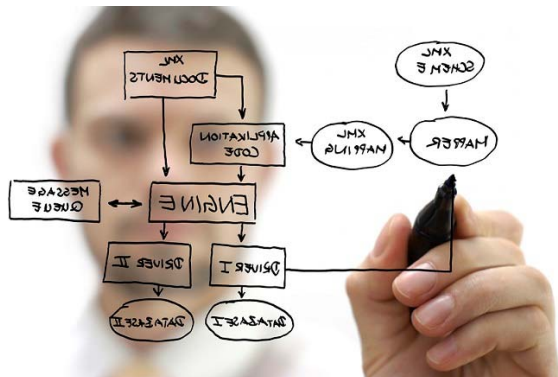
## Automotive Service Association Midwest

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

## Lincoln Area Automotive Service Professionals

**Tuesday, April 28, 2015**

**6:30- 8:30 pm**



## Process & Procedure

webinar training  
by **Maylan Newton**

**LOCATION:**

## Hy-Vee # 1 Club Room

## 5010 0 Street

**Lincoln, NE 68510**

### ASA-Midwest members - \$25

**Non-Members - \$30**

### Includes dinner & training

**Space is limited—RSVP by April 24th**

This webinar focuses on the very foundation of what it means to run a productive shop. Without processes & procedures how will our employees know how to handle the customers properly and reliably, how will our technicians check out vehicles for your customer's maximum benefit, and how will we, as owners, consistently manage our business? These are vital implementations for a consistent customer experience, both at the counter & in the service bays. This webinar you will give you the necessary tools to improve communication, productivity and profit with good processes & procedures.

## Registration Form ...

**Pay by credit card (use form below or register online)**

**Company:** \_\_\_\_\_ **Phone Number:** \_\_\_\_\_

**Attendees:**

**Credit Card #:** \_\_\_\_\_ **Exp. Date:** \_\_\_\_\_ **CVC Code:** \_\_\_\_\_

**Name on the Card:** \_\_\_\_\_ **Amount:** \_\_\_\_\_

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**FAX TO 816.817.2260 Or call ASA-Midwest at 816.781.5801**

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