



Automotive Service Association Midwest

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Lawrence / Topeka Area Automotive Service Professionals

Thursday, May 14, 2015
6:30- 8:30 pm



Process & Procedure

webinar training
by **Maylan Newton**

LOCATION:

Union Pacific Depot

Community Room

402 N 2nd St

Lawrence, KS 66044

ASA members - \$25

Non-Members - \$30

Includes dinner & training

Space is limited—RSVP by May 11th

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 ...

Please pay by credit card (use form below or register online)

Company: _____ **Phone Number:** _____

Attendees: _____

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