



## Automotive Service Association Midwest

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

### Central Missouri Area Automotive Service Professionals



### Process & Procedure webinar training by Maylan Newton

**Tuesday, April 21, 2015**

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

#### LOCATION:

**Hy-Vee #3 Club Room**

**25 Conley Road  
Columbia, MO 65201**

**ASA-Midwest members - \$25**

**Non-Members - \$30**

**Includes dinner & training**

**Space is limited—RSVP by April 17th**

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.



#### NEXT MONTH - MARK YOUR CALENDAR

**Tuesday, May 19, 2015**

**Trapshooting Outing - Prairie Grove Shotgun Sports**

### Registration Form ...

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Pay at the door (cash or check)

☐

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

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