



## Automotive Service Association Midwest

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

### Northwest Arkansas Area Automotive Service Professionals

**Tuesday, March 10, 2015**

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



### Process & Procedure

webinar training  
by **Maylan Newton**

#### LOCATION:

**Western Sizzlin**  
3492 West Sunset  
Springdale, AR 72762

**ASA members - \$25**  
**Non-Members - \$30**  
**Includes dinner & training**

**Space is limited—RSVP by March 6th**

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)

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**Attendees:** \_\_\_\_\_

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