



Receptionist/Cashier Seminar



With Gary Anderson



Details:

Two Seminars to choose from:

Seminar A:

Wednesday, April 9, 2008
*10:00 a.m.—2 p.m.

Hilton Hotel
100 West GlenOaks Blvd.
Glendale, CA 91202
(818) 551-4023

Seminar B:

Thursday, April 10, 2008
*9:00 a.m. – 1:00 p.m.

Long Beach Marriott Hotel
4700 Airport Plaza Drive
Long Beach, CA 908015
(562) 627-8008

Cost:

- Members: \$60 per person
- Non-Member: \$120 per person
- *Continental Breakfast: 9 a.m.

- Do your receptionists and cashiers radiate a warm and professional personality with every customer they talk to or meet?
- Do they appreciate how important they are to your dealership's success?

Send them to this seminar and they will come back a changed and improved employee!

Gary Anderson has been working for Dealers for over 25 years, so he understands your business. Gary's "SALE" philosophy teaches attendees how to make the all-important good first impression. The focus of the seminar is that every employee is a salesperson and therefore must remember the following when dealing with a customer:

- Smile
- Attitude
- Listen
- Empathy

Each attendee will receive a laminated card containing the "SALE" philosophy to take back to the dealership with them after the seminar.

Our feedback from previous seminars has been excellent! Attendees return to the dealership "walking on air" because of a new sense of empowerment.

RSVP by March 31, 2008

Don't Miss this opportunity—Seating is Limited!

Use the attached RSVP form to register today!
For any questions please call **GLANCDA** at (310) 578-7378 or **SMCDA** at (562) 595-4327.

This seminar is presented to you by:

Please check our web sites for more info.

www.smcdada.org
www.glancda.org





PLEASE COMPLETE REGISTRATION FORM



PLEASE TYPE OR PRINT LEGIBLY.

ATTENDEES:				
_____		_____		
_____		_____		
_____		_____		
_____		_____		
CONTACT PERSON & DEALERSHIP:	ADDRESS:	CITY:	STATE	ZIP CODE:
TELEPHONE	FAX	NAME & EMAIL:		
() _____ - _____	() _____ - _____			

? Seminar A

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? Seminar B

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(Continental Breakfast: 9 a.m.)

() Member \$60.00, per person
() Non-Member \$120.00, per person
Price includes parking and continental breakfast

MAKE CHECKS PAYABLE TO AND FAX REGISTRATION TO:



Seminar A

FAX (310) 578-7518

GLANCD
420 Culver Blvd.
Playa Del Rey, CA 90293
Ph:(310) 578-7378



Seminar B

FAX (562) 988-1460

SMCDA
4201 Long Beach Blvd., Ste. 403
Long Beach, CA 90807
Ph:(562) 595-4327

Credit Card Payment Visa/MasterCard only

Card # _____ Exp date: _____ Ph# _____
Name on Card (print) _____ Fax# _____
Auth Signature: _____ Which SEMINAR: _____
(A or B)