

Receptionist/Cashier Seminar

[Sign -Up Today!](#) See attached registration form.



Spaces fill fast!

With Gary Anderson



Details:

Two Seminars to choose from:

Seminar A:

Wednesday, April 9, 2008

*10:00 a.m.—2 p.m.

*Continental Breakfast: 9:30 a.m.

HILTON (No. LA/Glendale)

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

- 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 28, 2008

Use the attached RSVP form to register today!

For more information please call GLANCDCA at (310) 578-7378 or SMCDCA at (562) 595-4326.



This seminar is presented to you by:

Greater
LOS ANGELES NEW CAR DEALERS ASSOCIATION



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Questions or comments? E-mail us at shirley@glancda.org or call 310-578-7378