



Educational Seminars Institute
Automotive Management Specialists



Automotive Service Councils of California
Professionals in Automotive Service ~ Since 1940

ASCCA Invites You to an ESi Training in Your Area

Northern California Training

Date: Saturday, October 14, 2017

Time: 9:00 AM – 4:30 PM

Title: *Starts with a Phone call and ends with Customer experience*

- **Morning Class:** The Power of the Phone! The hidden costs of a bad call.
- **Afternoon Class:** Sales and the Customer Experience

Location: Fleming Distributing Company, 1061 Suncoast Ln, El Dorado Hills, CA 95762

Who should attend: Anyone who has contact with customers or answers the phone.

Registration Fees*

ASCCA Members	\$275 (1st person)	Non-Members**	\$325 (1st person)
	\$225 (ea. additional)		\$275 (ea. additional)

***Lunch is provided and sponsored by:**

PREFERRED EMPLOYERS
Insurance

| a Berkley Company

****Special:** Non-members are eligible for member pricing immediately if you sign up for a full-year of ASCCA membership at the time of registration, or at the class. [Click here](#) to access the ASCCA membership application.

*No other discounts or coupons may be used

Registration

Please [click here](#) to register or visit the ASCCA Website, Upcoming Events Section at www.ASCCA.com/upcoming-events.