

Exceptional Customer Service Builds Business

Negotiating Skills Spell the Difference Between Profit and Loss

Class Location:

The Legacy Hall
1356 W. Lincolnway
Valparaiso, IN
46385

Return Form:

IBA
101 W. Ohio St.,
Ste. 1111
Indianapolis, IN 46204

Questions:

Cindy@BuildIndiana.org
(800) 377-6334
Fax (317) 454-8005

Registration Fees & Payment Information

February 12 Customer Service

February 13 Negotiating Skills

x \$195 for IBA Member

x \$220 for NAHB Member

x \$245 for non-HBA Member

x \$25 Additional Charge if Registering Within 14 Days of Class

Amount Due: \$ _____ (NON IBA MEMBERS MUST PREPAY WITH CHECK OR MC/VISA)

Payment Method: Check Enclosed Invoice (for HBA members only) MasterCard/Visa
MC/Visa Acct. # _____

Exp. Date _____ V Code (last 3 digits located in signature line) _____

Signature _____

Payment required before or at time of class.

Cancellation Policy: Written cancellations made prior to 14 days of course will receive a refund less 50% administrative fee. Registrants who fail to attend the course without 14 days prior written notification are liable for the entire fee.

Presented by



Customer Service

February 12, 2009

9:00 a.m. - 5:00 p.m. Central Time

Make your business grow by keeping your clients happy during and after the sale. This course teaches you how to manage every phase of customer interaction from the initial contact through construction, the warranty period, and beyond. Keep your customers satisfied with planning, execution and follow-up of your projects and they'll be spreading good news about you and your company for a long time to come. As a graduate of this course, you will be able to: Understand customer expectations & behaviors; set appropriate service criteria; establish & communicate quality standards; administer the customer service process; know and fulfill your obligations for warranty service, and enhance your repeat and referral sales. *Designation Credit: CGA, CGB, CGR, Master CSP. Continuing Education Credit: CAPS, CGA, CGB, CGR, GMB, CSP, Master CSP, CMP, MIRM*

Negotiating Skills

February 13, 2009

9:00 a.m. - 5:00 p.m. Central Time

Every day requires negotiation with customers, employees, subcontractors, suppliers, and government officials. Your negotiation skills could spell the difference between profit and loss. In this course you'll learn strategies for specific negotiating situations and develop the skills to get the results you want through exercises and role-playing. As a graduate of this course, you will be able to: Demonstrate effective communication skills for negotiations; use the constructive approach to negotiations; apply five key concepts in each phase of negotiation; plan for and conduct effective negotiations, and use the negotiation process in different settings. *Designations: CGA, CGR, GMB. Continuing Education Credit: CAPS, CGA, CGB, CGR, GMB, CSP, Master CSP, CMP, MIRM*

Instructor: Jerry Eisner. With over 30 years of management experience, including managing one of the nation's largest, local consumer shows in Tulsa, Oklahoma and the nation's largest local trade show in Fort Worth, Texas, Jerry has proven customer service and negotiating skills.

Registration Information (one form per attendee)

NAME		COMPANY	
ADDRESS		CITY	STATE
PHONE		FAX	E-MAIL
		LOCAL HBA	