



United Servicers Association

Regional Service Meeting Dallas, TX May 12 - 13, 2009

Sponsored By:  **APD** Appliance Parts Depot



Don't Miss This Opportunity to Enhance Your Business & Technical Skills!

Tuesday May 12, 6:00pm - 9:00pm @Radisson Hotel *(1.5 mi. from APD)

Industry Roundtable Discussion

- Covering common business management issues

Wednesday May 13, 8:00am - 5:00pm @APD Headquarters **

Business Management Training (8am-12pm)

- Paul Mac Donald, a subject matter expert, shows how to build customer loyalty, increase your chances of a repair vs. replacement and enhance your profitability.
- Understand the true cost of doing business and how to calculate it.
- Understand what drives your first call completes and how to increase them.
- Learn the advantages of flat rate pricing and discover how much you're leaving behind.

Lunch Provided (12:00pm - 1:00pm)

Service Training (1:00pm - 5pm)

- Larry Schilling, Whirlpool Service Representative, will perform service training on 15" and 18" Whirlpool under counter icemakers
- Provide Whirlpool built in refrigerator updates

\$100

Per Person

Included w/ Registration Fee:

- 1 Year Regional Membership in the United Servicers Association
- Reference Material in a take-home spiral binder loaded with technical, consumer and business management information
- Certificate of Completion for Business & Technical Sessions
- Free Subscription to USA Electronic Newsletter
- Discounts on many industry publications

* **The Radisson Hotel**
1241 Mockingbird Ln
Dallas, Tx 75247

** **Appliance Parts Depot**
4754 Almond Ave
Dallas, Tx 75247

Don't Delay! Space is limited to the first 50 participants!

To Pay Registration Fee Using Your Charge Card, Please Call Liz @ APD: 800-841-4060
or mail completed form and your check made out to Appliance Parts Depot to 4754 Almond Ave., Dallas, TX 75247

Technician's Name

Company Name

APD Account Code

Company Address

Phone Number

APD has arranged special rates for our RSM participants at The Radisson Hotel (\$89 per night). Please Call 214-630-7000 to Reserve.