

Get Ready for the Recovery and Coach Your Team to Legendary Service

A Live Workshop with
Michael Duke

Dealerships with exceptional customer satisfaction will have a big competitive advantage in the new economy. Get ready for a strong 2010 by learning how to "create a culture of service" in your dealership. In this workshop, discover how to motivate your team to its absolute best by learning how to lead like a coach. When you "coach to the goal" you will look at your employees as players on your team who are uniquely equipped. You begin to realize the value each employee brings who works with heart and passion. Don't miss this opportunity to learn how to keep your customers coming back!

Monday, November 30, 2009

2:30 pm - 5:00 pm

The Crowne Plaza Hotel

(formerly The Executive West Hotel)

Louisville, KY



Registration Fees:

RVDA Members In advance: \$95, On site: \$120

Non-Members In advance: \$125, On site: \$165

Sign me up for the RVDA Education Foundation's RV Learning Center Workshop!

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Return this form via **fax to 703-359-0152** or mail to **RVDA, 3930 University Drive, Fairfax, VA 22030**. To register by phone, **call 703-591-7130** or RVDA's Member Services Hotline. This form is available at **www.rvda.org**. The RVDA Education Foundation must receive cancellations/requests for refunds by 11/09/09; refunds will be processed less a \$35 administrative fee. No refunds after 11/09/09.