



# Getting it on the Calendar

Wouldn't it be great if you could turn more phone calls into scheduled appointments, instead of more "ballpark" pricing - and, without being one of those awful pushy people you can't stand?

Good news!!

You can make simple and significant changes when you talk with clients that will honor them, you and your company and, at the same time, become their contractor of choice.

Direct from the prairies of Texas, Sharon Roberts, Roberts and Roberts, uses a blend of humor, anecdotes and her knowledge of the HVACR industry to energize her audience and to add relevance to her workshops.

## Highlights of the seminar:

- Developed especially for the internal support staff (both relevant to ACCA-NCC contractor and associate members);
- Close more deals with just a few minor adjustments in what you say;
- Improve client communications and be the company of choice;
- Turn phone calls into scheduled appointments and not just ball park pricing.

**Remember — your office staff is your customer's initial contact. This is the first opportunity to make or break a sale.** If you want your staff to learn how to prompt a caller to schedule an appointment for your sales professionals — then this seminar is for your company to get that call **on the calendar!**

## WHO SHOULD ATTEND?.....

Front line people and anyone that handles your customers.

## DATE .....

Wednesday,  
September 29, 2010

## TIME .....

Two separate sessions  
8:00 am - 11:30 am  
12:30 pm - 4:00 pm

## PLACE.....

Upper Marlboro, Md  
Directions provided with written confirmation.

## PRICE.....

\$125 ACCA Members  
\$99 additional person/same company  
\$175 non-ACCA Members  
\$150 additional person/same company

## RSVP .....

Registrations must be received by September 17, 2010

## CANCELLATIONS.....

Attendee substitutions are permitted. Cancellations received by September 17, 2010 will be charged a \$25 cancellation fee. No refunds will be made after that date.

**Thank You to Thos. Somerville** for graciously partnering with ACCA-NCC by supplying the seminar space.



REGISTRATION: (Please copy form and use separate form for each participant):

**Check time:**

\_\_\_\_\_8-11:30am \_\_\_\_\_12:30-4:00pm

Name.....

Company.....

Address.....

City.....

State, Zip.....

Phone .....

Fax.....

Contact/Person Completing Form ....

.....

**Payment must accompany registration form!**

(Circle one) Visa, MasterCard, Amex, Check (payable to ACCA-NCC)

Amount: \$ .....

Card #.....

Expiration Date.....

Name on Card.....

**ACCA-NCC**

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***Continuing  
to Train the  
HVACR  
Industry***



**Presents**

***Getting it on  
the Calendar***

With National Known  
Presenter

Sharon Roberts

