



FIND OUT MORE!



DRIVE
DEVELOPING REFERRALS IN VALUE EXPERIENCES

DATES AVAILABLE NATIONWIDE
CALL FOR DETAILS

Create a referral worthy experience EVERY time someone deals with your company

Your Opportunity!

If you've ever read online reviews, you've probably noticed very few of the 4 and 5 stars ever mention price, or even product. The very best reviews always mention employees, service, and overall experience.

The DRIVE program will help you make sure everyone in your company knows what it takes to deliver a referral worthy customer experience, increasing your customer loyalty and company profitability for generations to come.

New Tool!

DRIVE Action Planner

Information without application is useless. You will leave class with a comprehensive ready to implement plan for generating a lifetime of pre-sold referrals and 5 Star Reviews from loyal customers.



FAX COMPLETED FORM TO (602)-216-2148 or CALL 800.515.0034



PLEASE SEND MORE INFORMATION: ☐ AVAILABLE CLASSES IN MY AREA ☐ AVAILABLE CLASSES NATIONWIDE
INVESTMENT: INCLUDES 2-DAYS OF TRAINING, BREAKFAST, SNACKS AND LUNCH

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WHAT WILL YOU LEARN AT DRIVE?



Where do YOU want to be in 12 months?

Maybe you're looking to grow 5, 10, or even 20%. How many service calls and sales appointments will it take to get there? How should you be answering the phone? What does a referral worthy installation experience look like? Who on your team should be responsible for what?

No matter where you want to go, a referral driven culture is key to getting you there quicker. It doesn't matter if you're a company of 3 or 3,000 creating a culture starts at the top. The DRIVE program will help you create a customized roadmap for where you want to get and action steps for getting there.

Chances are, you've already got more than enough leads and a lot of the right people to get you there. Success requires making sure everyone on your team is DRIVEing to deliver an incredible customer experience.

About our Instructors

Our team of professional seminar leaders has more than 200 years of combined sales experience. Each has spent time implementing the NPS process in the real world.

Participants appreciate our instructors dedication to creating a fun, but challenging, learning environment that consistently delivers long-term results.

Each of your clients could be worth as much as \$50,000 in service, maintenance, replacement, and referral opportunities during their lifetime. Just **two days of training** will give you a simple, easy to implement process for helping everyone on your team deliver a customer experience that **DRIVES** lifetime customer loyalty.

Agenda

This process is unlike any other. Drive will help you completely understand the opportunities in your market and develop a Referral Driven Culture in all areas of your company.

Your Opportunity

- ④ How many systems (and dollars) exist in your market
- ④ What are the biggest challenges moving forward
- ④ What is a referral driven culture

Business Goal Setting

- ④ Develop a referral driven culture - what needs to happen
- ④ Who needs to be involved

Meet Your Goals

- ④ The importance of tracking
- ④ What should you be measuring consistently

Long Term Implementation

- ④ Lifetime value of loyal customers
- ④ Maximize your investment in people and processes

Who Should Attend

Owners, Managers, and anyone involved in the day to day operation of the dealership will benefit from attending this program.



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