

* **ATTN: Sales Management** *

Phone Power Workshops

In April 2010 - presented by Duane Marino
Calgary April 12, Red Deer April 13
Edmonton April 14

Right content at the right time delivered the right way!

"15 years in the business, and it was the best ever by far. Thanks for the sales you made while taking and making our calls for us!" Lee Beckstead, SM, Lally Ford

"Nothing is more important than phone skills and appointments - because you can't close an empty chair!" Duane Marino

Learn how to:

- convert sales calls into appointments that show
- follow-up on un-sold traffic
- increase be-backs
- network and build a pipeline
- work your customer base

Top sales people are not on the phone because they're busy, they are busy because they are on the phone a lot and are good at it!

Duane Marino is the number one phone trainer. Visit Duane's site and read what Joe Girard, FOX 45, Bob Mohr and countless testimonials have to say. Duane will show you how to dig for gold with the phone!

Call Today! Priced To Sell Out! Unbelievable Group Rates!

Duane Marino's

TEAM RELMARK®



DEALER SERVICES

Call Kathleen or Lydia for details at 1-888-735-6275 today!

Your #1 Choice

www.duanemarino.com

info@duanemarino.com

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Alberta Wide Phone Power Workshops - April 2010

Rate your sales team on the following out of 10:

- ?/10 Ability to disarm resistant and irritated phone shoppers
- ?/10 Skills at dodging and deflecting typical customer / sales person traps (best price, availability, payment ads, trade values, internet)
- ?/10 Build real rapport and instilling confidence with all buyer types
- ?/10 Clarity of communication and understanding customer's requests
- ?/10 Getting (not just asking for) the customers' name, phone numbers and email
- ?/10 Following up phone leads
- ?/10 Getting the customer to remember their name and dealership
- ?/10 Giving accurate information that is not easily 'shopped'
- ?/10 Booking specific appointments that are closeable and show up
- ?/10 Following up no-shows
- ?/100

Training automotive professionals since 1992, Duane still takes dozens of sales calls a month while working with sales people at their dealerships, not just 'telling them' but 'showing them' how to handle today's internet, price and product saavy customers. Getting 98% accurate names / numbers / emails, booking 65% appointments, having a 65% show-up ratio and a 65% closing ratio. New, Used and Sub-Prime calls as well as local and long distance shoppers will be discussed.

- instantly increase traffic and appointments without spending a dime on advertising
- explode those closing ratios to over 60% through proper phone technique
- propel gross profits to new high ground on that business

Want to stop competing with the store down the street today? Let Duane Train Your Brain.

*"Wow. That was unbelievable. Watching you take live calls was amazing."
George Sairoglou, Sales Manager, Don Valley Toyota (Nation's Largest Store)*

*"Helpful day. Excellent :) "
Shafin Mahfuz, Sales and Leasing, O'Regans Chevrolet Cadillac*

*"The whole course was great!"
Betty Jo Embree, Receptionist, Amherst Toyota*

*"Duane was great! His obvious experience and great ideas was wonderful."
Tammy Brown, Sales and Leasing, Rallye Motors*

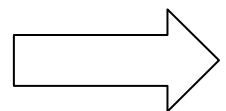
Unbelievable Group Rates.

Group A Morning Session: 8-12

Sales Managers are free!

Group B Afternoon Session: 2-6

Please Turn Over



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