

Upcoming classes hosted by Winnebago Home Builders Association



Customer Service...Creating & Managing Expectations

7:00-9:00 a.m. on Wed., July 8

Presented by Kirby Nocker, President of RKDN Consulting Group, LLC

This 2-hour (2 credit) class discusses why builders and suppliers should understand managing expectations. Learn how to create expectations and the techniques on how to manage those expectations, once established. The results can lead to easier transactions and increased sales.

Selling Value...Not Price

7:00-9:00 a.m. on Thur., July 9

Presented by Kirby Nocker, President of RKDN Consulting Group, LLC

This 2-hour (2 credit) class discusses why builders and suppliers should sell value, rather than price, and how it can have a positive impact on their business. Separate yourself from your competition! *Create Value in Your Business*—Examine your business, products and services to discover and build upon the value that your company and staff have to offer.

\$20 per class or \$30 for both...Register Now Call 920.235.2962

Classes include continental breakfast at Robbins Restaurant
1810 Omro Rd (Hwy 21 Exit), Oshkosh

Registration Information

Name: _____ Company: _____

Non-Builder Builder Qualifier # _____ for Dwelling Contractor Qualifier continuing education credit.

Email: _____ Phone: _____

Add'l Attendees: _____

Payment Info – Attending: Customer Service \$20 Selling Value \$20 Both \$30/per person

Total Due: \$ _____ Check Enclosed (payable to WHBA)

Payment via Credit Card: MaserCard VISA

CC#: _____ Expiration Date: _____

Billing Address: _____

Billing Zip Code: _____ V-Code: _____ (3-digit code on back of card)

Name on Card: _____ Signature: _____



Return the completed form with payment to WHBA — 4041 State Road 91, Suite A - Oshkosh, WI 54904
Credit card registrations can be faxed to 920.235.1461. Call 920.235.2962 or email deb@whba.net for more details.