# Coach Mincks'

March 2018

## **Updates**

#### It's Go Time!

March is upon us already, time can be our friend or foe. It is up to us to plan our future, use our time wisely and make the most of every day. On every call build value with our time by being consistent. Do a complete "Safety Check" with the reasons why things need to be done. Present the options in a professional manner and ask for the work. Learn when to be quiet and let the Customer make the decisions and if there are objections be ready to handle them. All of this you can learn by using the new "Gold Nugget Series" described below. Also, "Role Playing" is an excellent way to help build confidence and to know what to say and when to say it.

### "The Gold Nugget Series"

Is a DVD Series was created to train the Service Professional and designed to be used at your convenience in the office. This series is a program that enables a new Service Technician or an experienced Service Technician to become the best Service Professional with confidence and integrity. The series has segments on "Success Strategy" "Go To List" "Safety Check" "To Do List" "Service Professional Daily Planner" "Scripts" "Yes and No".

The "Gold Nugget Series" is available at the price of \$869 plus shipping. Includes DVD, USB Drive and 5 Training Manuals. Additional Training Manuals are \$28 each plus shipping. Taking orders now.

Call or email Dale and we will fill your order the same day.

#### **Order Your 2018 Service Professional Daily Planner**

#### **Order Planners Now**

at \$31 each or \$27 for 5 or more plus shipping.

The DVD Series has a segment that goes over how to use your Planner.

**Dale Mincks** 540.522.1117

Give us a call today!

# Specializing in Training Service Professionals

#### STAY CONNECTED







