

ABR Hosts More Than 40 Techs At Two Ultimate Service Technician Sessions



The day after the November membership meeting, **Vicki LaPlant** conducted two half day seminars for service technicians. More than 20 attended each seminar.

At the membership meeting on Wednesday evening (see page 3), she told owners and managers how to create the ultimate service technician, and on Thursday, she

told technicians how to be the ultimate service technician.

The Thursday seminars were the same high energy type of presentation as Wednesday, but Vicki added role playing (see photo above right) and other exercises to get the technicians involved.

Attendance at both of these presentations were important if a company is to be able to offer

truly ultimate service. Owners and manager have to create an environment conducive to superior service, and technicians have to be "buy into" the concept for it to work.

Thanks to ABR Wholesalers for sponsoring the seminars and Vicki's talk at the membership meeting.

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