



"Succeed Beyond Expectations in 2010"

**Learn How to Positively Connect Quickly with People
to Build Trust and Grow Your Business**

**This motivating, tool-creating, inspiration-making session
will give your customer service reps and sales team
(THAT IS YOU AND EVERYONE THAT WORKS WITH YOU!)
goal-busting momentum in 2010.**



Lori Bestler, Mindscapes Unlimited

**Tuesday, February 9
11:30-1:00 p.m.
Ziegler CAT Training Facility
13822 West Freeway Drive-Columbus
Lunch Catered by
The Forest Laker**

Please RSVP by Friday, February 5!

Presentation Highlights:

- Communicate More Effectively Through Body Language
- Build Rapport With Your Personal and Professional Contacts
- Prevent a Negative Response and Influence a Positive Connection

Business Name: _____

Phone: _____ Member? Yes No Number attending: _____

Name(s) of those attending: _____

Method of Payment: Pay at door Check Enclosed Credit Card

Credit Card Number: (MasterCard, Visa, Discover & American Express only) _____

Exp Date: _____ Name on card: (PRINT) _____

Signature: _____

FAX TO: 651-464-3201 MAIL TO: FLACC, PO Box 474, Forest Lake, MN 55025-0474 EMAIL: assistant@flacc.org

This event is open to both members and non-members, so bring your friends! Reservations may be cancelled at no charge up to 24 hours before the event. Reservations cancelled with less than 24 hours notice and no-shows will be billed at the full amount as we must guarantee and pay for all meals reserved.