

# SuperSalesSkills Webinars for 2011

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*New, fresh ideas, concepts and techniques every month to keep your staff super-productive, super-efficient and super-focused on customer care!*

## DATES & TOPICS

**JAN 18** Valentine Boot Camp **SOLD OUT** Available on DVD!

**FEB 22** Add 20% Value to Every Order, Every Day

**MAR 15** How to Tame Difficult Customers

**APR 05** Easter and Secretary's Day Boot Camp

**APR 19** Mother's Day Boot Camp

**MAY 17** Dealing with Phone Customers Who Want to Shop Online

**JUN 21** Bigger, Easier Fruit / Gourmet Basket Sales

**JUL 19** Bigger, Easier Funeral Sales

**AUG 23** Customer Service Skills 101

**SEP 20** Sales Skills 101

**OCT 18** Thanksgiving Boot Camp

**NOV 15** Christmas Boot Camp part A

**DEC 06** Christmas Boot Camp part B

### Days & Times

**TRAINING SESSIONS** Tuesdays from 10:30AM to 12:00PM Eastern and repeated 3:30PM to 5:00PM Eastern

**FOLLOW UP Q&A SESSIONS** Friday of same week from 11:00AM to 12:00PM Eastern and repeated 3:00PM to 4:00PM Eastern

### COSTS

**Regular price** \$100.00 per shop, per month

**FSN members price** \$54.95 per shop, per month

Sign up for **3 months or more** for extra savings!



**BONUSES** All sessions are LIVE and recorded for later viewing! All materials and worksheets are included! Recorded sessions are available on DVD to build your own training/education library!

**REGISTRATION** Visit [FLORALSTRATEGIES.EVENTBRITE.COM](http://FLORALSTRATEGIES.EVENTBRITE.COM) and use discount code **FSN** or call **800.983.6184**. Attendance is limited so register early!

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