



REGISTRATION

Winning Strategies for Everyday Tragedies

Instructor: Bob Hedden

Thursday, April 22, 2010

New England Fuel Institute, Education Foundation
20 Summer Street, Watertown, MA 02472

9:30 a.m. – 3:00 p.m. (register by April 15, 2010)

How do we cope with: Run Outs, Call Backs, Misd deliveries, Overfills and Spills, Damage to Customer Property, Theft of Customer's Property, Price Spikes, Floods, Ice and Snow Storms, Computer System Crashes, Freeze Ups, downs, Fender Benders, Puff Backs, and Angry Customers?

In this fast moving entertaining seminar Bob will suggest proven techniques to deal with these problems. Since handling everyday tragedies is a team sport this program is designed to be of value for all your front line people and your management team.

Company:	Contact person for this Registration:
Title:	
Address:	
City: State: Zip:	
Phone:	Fax:
Email:	

Please attach list or copy this registration form to register more than 4 students. Please PRINT. Check date - if applicable - for each student Student Name ↓	\$150 – Members	
	\$200 Non-Members	
	9:30 a.m. – 3:00 p.m.	
	<input type="checkbox"/> April 22, 2010	
	<input type="checkbox"/> April 22, 2010	
1	<input type="checkbox"/> April 22, 2010	Total:
2	<input type="checkbox"/> April 22, 2010	
3	<input type="checkbox"/> April 22, 2010	
4	<input type="checkbox"/> April 22, 2010	

FAX FIRST TO 617-924-5962 – Want notices by email next time? Don't want notices at all? Email or fax your information to Andrea at school@nefi.com or call her at 617-923-5019

Payment Information () Check Enclosed
 Credit Card Info () Visa () MasterCard () AMEX Card
 Number _____ Exp. Date _____
 Cardholders Name _____

For further Information, please contact Andrea at 617-923-5019 or email school@nefi.com

