

NAMM[®] | U



Grow Your Business



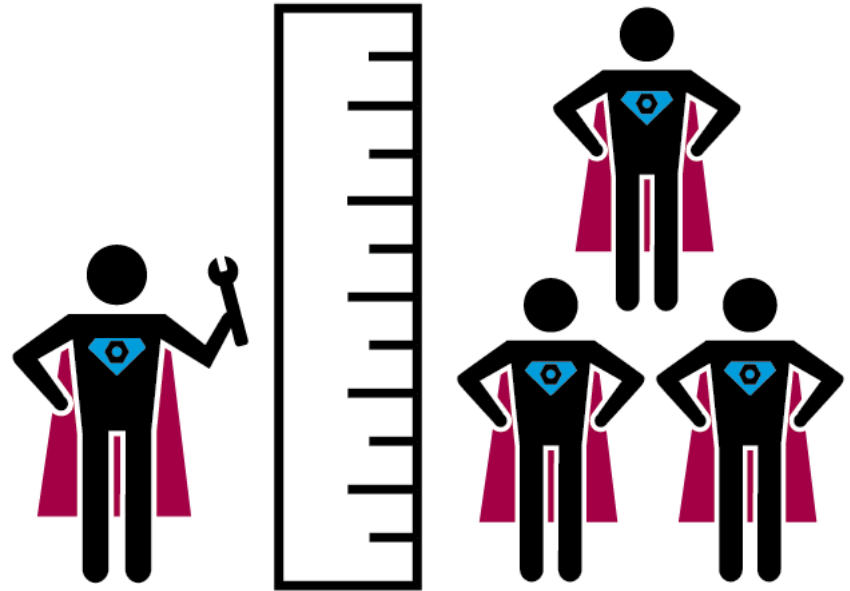
Take Control of Your Repair Shop's Bottom Line

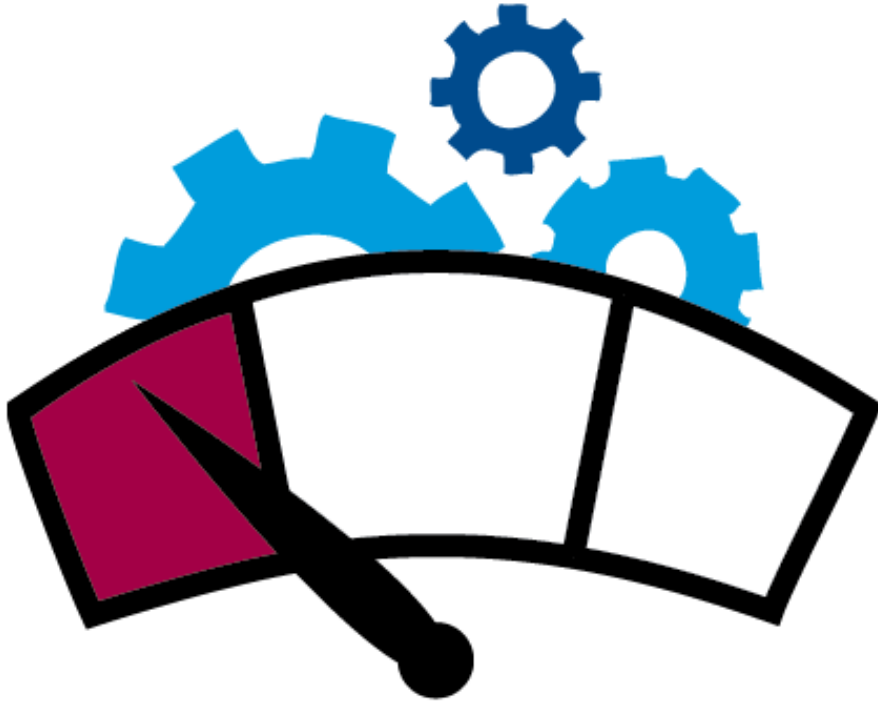
- ✓ Inventory
- ✓ Ordering
- ✓ Billing Practices
- ✓ Tool and Equipment Expenses
- ✓ Selling of Repair Services and Estimates
- ✓ The Customer Experience and Profitability



A Word About Scale

Find what can work in your own shop and FOLLOW THROUGH





Parts Inventory

- Decide How Deep to Go
- Min Max
- J.I.T.??
- Good Record Keeping
- Get the Whole Story
- Product Performance Log

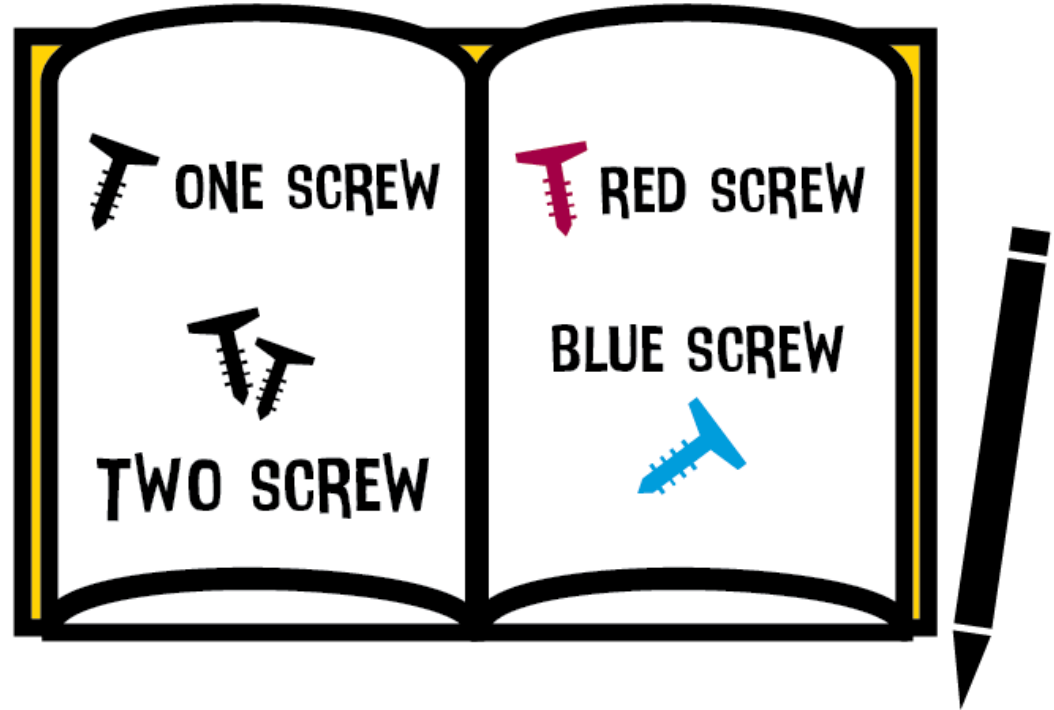


Be Organized

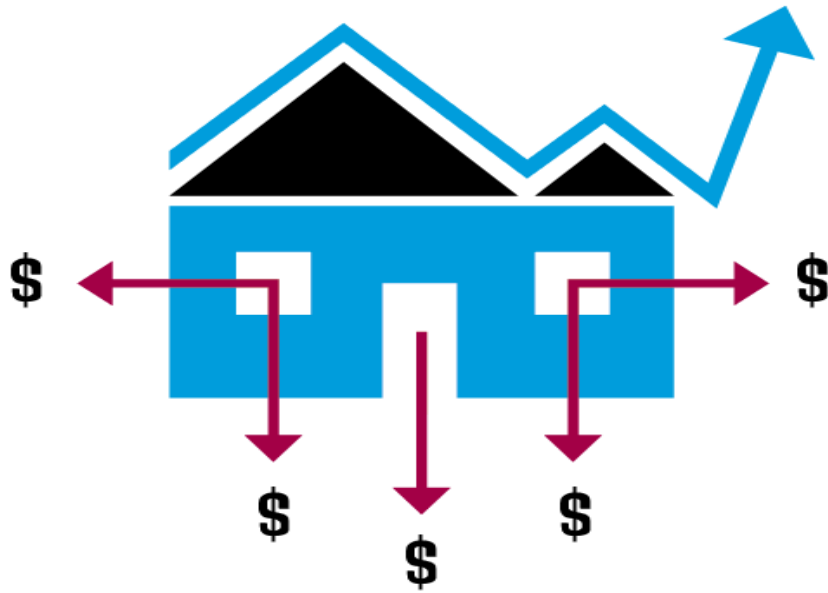
Price Everything

Used Parts

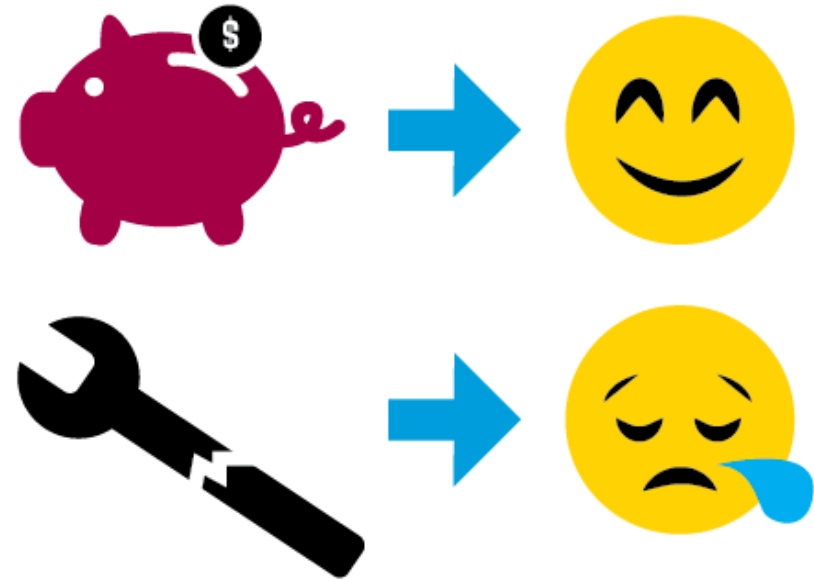
Ordering



Recover Hidden Costs



Tools and Equipment





Free Repair

- What's it worth?
- Make a bill
- Try a “Do something nice” budget

Billing

- Flat rate vs. hourly
- Set price list

Lost Time

- Minimum shop charge



Estimates

- Schedule time for estimates
- What's in the estimate?
- Who makes the call?
- Use your records
- Don't miss an opportunity





A Word About the Customer Experience



So you want a satisfied customer?

How about a LOYAL customer?

Getting your price is about

- Expectation
- Education



Remind Your Customer Why You're Awesome!



Thank you for trusting your instrument to us. Our craftsmen have performed the finest repair possible and have personally tested your instrument for function before returning it to you. We appreciate your trust in us and hope to continue to earn your business.

A&G CENTRAL MUSIC'S PROMISE TO YOU:

We only use environmentally friendly solutions on your instrument.

Our ultra-sonic cleaning procedure provides the safest most effective cleaning available.

We only use the highest quality replacement parts available.

We are not satisfied until **you** are satisfied.

If you have any questions, please call us at 248-541-6843



Thank You!

CONTACT INFORMATION

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