

NATIONAL ASSOCIATION OF THE REMODELING INDUSTRY  
MONTEREY COUNTY CHAPTER PRESENTS:

# Graniterock Presents:

## *Best Practices for Customer Relations*



**Wednesday,  
February 8, 2012  
5:30 -7:30 p.m.**

*Mixer ~ 5:30PM  
Program ~ 6:30PM*

Hosted By  
Graniterock

\*Please RSVP to  
Machell at MCBC  
(831) 236-1139 or  
msterbick@mcbc.biz

Robert Ellenwood and Keith Severson of Graniterock will be offering top tips and ideas on: *Customer Service for Long Term Customer Relations*. Robert & Keith will present Graniterock's Best Practices for developing and maintaining customer relations for the long haul.

*Buyer Focus Selling Process* – Robert & Keith will present the basics of powerful, time proven customer oriented selling process – Bonus: Tools to take with you.

Raffle Prizes donated by Graniterock include:

1- Die Cast Mixer Truck

1-Goodie Bucket

**Please join us, bring your employees and / or guests.**

**\$15 NARI, NAWIC & USGBC Members /\$20 Guests**  
Includes hors d'oeuvres and presentation

For further information about NARI; please see: [www.narimontereybay.org](http://www.narimontereybay.org).

### **Graniterock\***

1755 Del Monte Blvd.  
Seaside, CA 93955  
831.392.3700

From Highway 1 take the CA-218 Exit-Exit 403 toward Seaside/Del Rey Oaks. Turn onto Canyon Del Rey Blvd. Continue on Canyon Del Rey Blvd to Del Monte Blvd. and turn left. Continue on Del Monte and look for Graniterock on left side.

From Highway 68 turn onto Canyon Del Rey Blvd/218. Continue on Canyon Del Rey to Del Monte Blvd and turn right. Continue on Del Monte and look for Graniterock on the left side.

\*Please find street parking.