



Escrow Associates of San Gabriel Valley
Presents:

“The Customer is King”



Saturday July 28th, 2012

Registration Opens 8:00am with Continental Breakfast

5 Professional Designation Credits!

**Larry O’Brien from The Escrow Training Institute with
Kathy Biagi from Customer Focus**

This highly interactive, fun seminar will focus on teambuilding tips and tactics to enhance teamwork, while focusing everyone on what is really important the customer. Learn how to become an *Escrow Customer Experience Owner* in this fun and interactive class. Learn how to use customer service skills to impact new and repeat business.

Seating is limited reserve your place today. Seminar 8:30 am to 2:15 pm

Plus Lunch Speaker: **Terry Anzur, Journalist**

“ Embracing Other Cultures at Our Desks”

Boston Market Box Lunch Please Choose from

*Market Sandwich Choice Rotisserie Chicken or All white Chicken Salad or Turkey BLT multigrain roll –
Boston Carver Sandwich Rotisserie Chicken -Beef Brisket – Roasted Turkey on artisan roll
Served with House Salad and Brownie*

Cost: \$35.00 Members with reservations by July 23, 2012 after \$45.00

\$45.00 Non Members with reservations by July 23, 2012 after \$55.00

Payable to the Escrow Associates of San Gabriel Valley (EASGV)

**Location: Citrus Valley Board of Realtors
504 East Route 66
Glendora CA 91740**

Company: _____

Contact: _____

Phone Number: _____ E-mail: _____

Attendees:	E-mail:	Sandwich Choice
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____
4. _____	_____	_____

**Reservations and questions: Tricia Vagt TVagt@covinaescrow.com or
Phil Atwan philatwan@earthlink.net]
Phone # (626) 339-5481 / Fax #(626) 339-5484
Mail to : P O Box 266 Covina CA 91723**

**A Reservation
Made
is a
Reservation
Paid**



July 28th 2012
E.A.S.G.V. Presents



“The
Customer
is King”



Please
CHECK

Opportunity to Sponsor this
Prestigious Royal Event

- King..... \$ 250.00
- Queen.....\$ 200.00
- Jack\$ 150.00
- Jester.....\$ 100.00

*THANK
YOU
FOR
SUPPORTING
EASGV*

Sponsor Company or Name should Read

Mail Checks Payable to EASGV
C/O Tricia Vagt Covina Escrow
P O Box 266 Covina CA 91723

Appreciation Bags “ Please” Donate Items
by Contacting Lupe Landeros
562-695-8120 llanderos@stewart.com