

# 2020 PRESENTS

## Kitchen Whispering: Successfully Resolving Problem Jobs

A typical day in the kitchen and bath industry is usually fun and rewarding, but there are definitely moments when phone blares the warning siren of a text, email or call from a client that is less than satisfied...sometimes downright apoplectic. These moments happen to everyone, but the most successful develop skills to navigate to a successful conclusion. One proven tool is understanding how to best utilize the partnership between manufacturer, dealer, and designer to increase your probability of profitably navigating these situations.

Join us for an in-depth look at real-life examples and job-site and project management tools that you can use to keep happy customers, successful businesses, and rewarding days.

## ABOUT THE PRESENTER



### John Morgan

A 20-year kitchen and bath veteran, John Morgan is well respected for his work helping kitchen and bath professionals evolve their businesses through the latest in technology. A manufacturer's representative, consultant, trainer and speaker, he has served on advisory councils of many industry manufacturers, Virginia Tech and as 2013 NKBA National President. Morgan authored the popular "Rep's View" column in Kitchen & Bath Design News for nearly a decade and currently represents nationally-known cabinet and technology companies through his Baltimore/ Washington-based agency, Morgan Pinnacle.

**When:** **Aug 10, 2017**  
5:00-5:30 pm Check in / networking  
5:30-6:30pm Presentation  
6:30-7:00 pm Networking

**Where:** Embassy Suites Tucson Paloma Village  
3110 E Skyline Dr., Tucson, AZ 85718

**Cost:** \$25 - NKBA Member  
\$35 - NKBA Non-Member

\*ADD \$10 AFTER 8/4/2017

## RSVP

Questions? Call Susan  
Chapman at 262-617-7308

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