



For Elite Clients only

The Elite Mission Statement: Elite's mission is to use our team of the top experts in America to help automotive professionals reach their goals and live happier lives, while elevating the industry that we love so much. This mission will be accomplished without ever compromising our ethics, or the trust that is placed in us.



Tips for the Pros

As a leader, you need to ensure that every week you have time blocked out to work on the important things. This includes your goals, your marketing and recruiting plans, etc. If you aren't currently doing this, then the best place to start is by scheduling 2 hours each week where you will be in an uninterrupted environment, and able to work *on* your business rather than *in* your business.

ELITE WORLDWIDE, INC.

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UPCOMING ELITE COURSES

For Our Industry Professionals

The Leader Within You

Dec 3, 2019 (10:00am - 11:00am PT) Location: Online

Instructors: Bob Cooper of Elite

Price: No charge, client-only webinar

This all-new course has been designed to help our clients further develop their leadership skills and get the new year off to a great start.

Online registration instructions: Click here [Registration](#)

Initial Three Days of Elite Masters Course for Qualified Service Advisors

Dec 5-7, 2019 Location: San Diego, CA



Presenter: Jen Monclus & Doris Barnes of Elite

Price: Elite clients receive a 10% discount

The industry's only sales course that delivers an average sales increase of over \$2,500 per week, improved customer satisfaction, and a permanent change in the advisor's behavior.

Contact Jen Monclus at (800) 204-3548 to learn about student eligibility and requirements.

4 Steps for Everyone....to Delivering Exceptional Service

Dec 17, 2019 (10:00am - 11:00am PT) Location: Online

Instructors: Bob Cooper of Elite

Price: No charge, client-only webinar

This all-new course has been designed to provide your technicians and support staff with powerful customer care tips, and instructions on what they can do to assist in the sales process.

Online registration instructions: Click here [Registration](#)

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Darrin Barney

World-Class Elite Business Development Coach

Darrin Barney is nothing short of incredible. Not only did he build an amazing auto repair business in Colorado, but what he has accomplished with his clients really is second to none. Darrin has many talents, including the ability to connect with his clients, quickly diagnose their business, and provide a clear and exciting path forward. Darrin is exceptional at guiding his clients on their journey to success, and always does so in a way that makes us all proud. All who know Darrin will certainly agree that he is a gift, not only to Elite, but to our entire industry.

From our family to yours, we would like to wish you Merry Christmas, and Happy Holidays as well.

Your family at Elite.



UPCOMING ELITE COURSES - CONTINUED

For Our Industry Professionals

Elite 2020 Pro Service Leadership Conference

Jan 22-24, 2020 Location: Scottsdale, AZ

Price: This event is only available Elite Pro Service clients

This is the industry's number one leadership conference, and has been created for the exclusive use of Pro Service clients. More can be learned about this event by visiting the [Pro Service Conference page](#).

Registration Deadline: December 21. Contact Michele Cooper at (800) 204-3548

Three-Part Elite Online Phone Skills Training

Jan 29, Feb 5 & 12, 2020 (10:00am -11:00am PT) Location: Online



Instructors: Jen Monclus & Doris Barnes of Elite

Price: \$179 (Pro Service & Top Shop 360 Clients – Entire tuition is waived)

AMI accredited online phone skills course. To learn more, visit our [Online Phone Skills page](#) or call (800) 204-3548.

Online registration instructions: At checkout use discount code "Elite2020", or contact Diana Frayre at (800) 204-3548.

Fly with the Eagles Business Management Course

Feb 18-21, 2020 Location: San Diego, CA



Instructors: Joe Marconi, with commentary from Kevin Vaught

Price: \$1,995 (Pro Service & Top Shop 360 Clients – Entire tuition is waived)

AMI accredited business management course that will benefit shop owners at every level. To learn more, visit our [Fly with the Eagles page](#) or call (800) 204-3548.

Registration instructions: Please contact Michele Cooper at (800) 204-3548

Your Elite Client Resource Center



Powerful Tools for Your Success

As an Elite client you have 24/7 access to your Elite Client Resource Center! You'll find training videos, MP3 audio training downloads, Elite Podcasts, priceless documents, our Leadership Webinars, and countless other powerful resources you can use to build a more profitable and successful business. Simply log in to our website and you will love what you discover!