

CONNECTICUT AUTOMOTIVE
RETAILERS ASSOCIATION
**SERVICE MANAGER
SUMMIT**

**Thursday June 13, 2024
DoubleTree Hotel - Bristol**

Member Price: \$125.00
Non-Member Price: \$249.00

Agenda:

7:30 AM – 3:00 PM	Table Exhibits
7:30 AM – 9:00 AM	Registration and Breakfast Buffet
8:30 AM – 12:00 PM	3 Sessions
12:00 PM – 1:00 PM	Table Exhibits and Luncheon Buffet
1:00 PM – 3:00 PM	3 Sessions

**With timely and informative subjects now is the moment
to take full advantage of all your membership affords you.
Register Today!**



36 TRUMBULL STREET HARTFORD, CT 06103

TEL: (860) 293-2500 FAX: (860) 527-2582 CARA@CTCAR.ORG

SERVICE MANAGER SUMMIT

At A Glance ...

EXHIBITORS

7:30 AM - 3:30 PM *Table Exhibits Available in Hall*

MORNING SESSION

7:30 AM - 9:00 AM *Registration, Breakfast and Table Exhibits*

9:00 AM *Ann Munley, CAR Association* **UPDATES AND REVIEW**

Regulations & Compliance Review: Updated Review of compliance issues with a focus specific to the service department – Technicians Wage & Hour, Sales Tax in the Service Department, Text and Email Use in the Service Department, Tire Information, Alterations and much, much more!

Your Questions Answered: The top questions and issues received by CARA throughout the year specific to the Service Department will be presented and reviewed.

10:15 AM *Break*

10:30 AM *Sherryl Nens, ComplyAuto* **OSHA Safety Trends & Top Violations**

11:15 AM *Evan Kilchenstein, Armatus* **Understand & Benefit from CT's Warranty Reimbursement Law**

12:00 PM-1:00 PM *Lunch Buffet and Table Exhibits*

AFTERNOON SESSION

1:00 PM *Brad Heim, Brown & Brown* – **Service Advisor Training**

1:30 PM *Bill Springer, Krex/DriveSure* **Rethinking & Maximizing Service Retention**

2:30 PM *Micah Tindor, Cox Automotive* **Making Strategic Wins in Your Service Drive**

We are excited about this program and hope you take advantage of your membership and Register Today!

We look forward to seeing you there!

REGISTRATION SHEET

SERVICE MANAGER SUMMIT

THURSDAY, JUNE 13, 2024

DOUBLETREE HOTEL

42 CENTURY DRIVE - BRISTOL, CT



AGENDA

7:30 AM – 9:00 AM

9:00 AM – 12:00 PM

12:00 PM – 1:00 PM

1:15 PM – 3:30 PM

Registration and Breakfast Buffet, Table Exhibits

3 Sessions

Luncheon Buffet and Table Exhibits

3 Sessions

Member Fee: \$125.00

Non-Member Fee: \$249.00

Please print or type name as you wish it to appear on badge – make photocopies for additional attendees

Attendee _____

Dealership _____

Address _____

City _____ State _____ Zip _____

Contact _____

(if different from attendee) _____

*** Please provide us below with any questions you would like reviewed at the Summit. Be assured no identification will be attached to examples used during the meeting:**

Seating is Limited for this Seminar.

Fax your Registration to (860) 527-2582 or email to amunley@ctcar.org and we will invoice you.

Registration cut-off is Friday, June 7, 2024 - NO REFUNDS CAN BE ISSUED AFTER THAT DATE.