



MILD Educational Seminars

Take advantage of these educational opportunities to ensure you have skilled staff to provide quality customer service and properly detailed orders. All reservations will be taken on a first come basis. Cancellation requests for reimbursements must be sent to the MILD office prior to March 30.

Cost: \$75 per Company, up to 3 students—Member
 \$150 per Company, up to 3 students—Non member

Customer Service Course - Saturday, April 14, 2018 8:30am—3:30pm

Presented by Alan Spielvogel, Director of Technical Services, National Cleaners Association. Technical Training for customer service representatives, managers and owners. This 6-hour seminar is designed to provide necessary information and teach skills needed to effectively communicate with customers. Through the technical knowledge gained in this class, students will be able to identify potential serviceability issues, maintain quality standards, as well as learning how to sell services pertaining to the proper care and maintenance of the customer's garments.

Location: MILD Office, 2123 University Park Drive, Suite 150, Okemos, MI 48864

Advance Pressing Course - Sunday, April 15, 2018 8:30am—12:30pm

Presented by Alan Spielvogel, Director of Technical Services, National Cleaners Association. This advanced class is designed to teach finishers how to avoid and correct shine, seam impressions and double creases and properly finish linens, silks as well as structured and lined garments. Class limited to 12 participants on a first come basis.

Location: Jan's Professional Dry Cleaners, 130 Griffes Street, Clio MI 48420

MILD is pleased to offer these courses at extremely reduced pricing as part of your membership benefit package!

Make reservations online at www.mildmi.org,
 fax to 517-708-7250
 or call 877-390-6453

Registration Form

COURSE

COMPANY _____ STUDENT _____ CS ___ Press

Method of Payment Check Visa MasterCard AMEX _____ CS ___ Press

STUDENT _____ CS ___ Press

STUDENT _____

Credit Card # _____

Expiration Date _____

CVS Code _____

Signature _____