

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.

Design Unplugged: Creativity and Collaboration from Anywhere!

Design efficiently and effectively from virtually anywhere! Review the design process and highlight the areas that you can improve by expanding your technology tool-set. Most of the tools focused on are cloud-based and available to everyone. Don't forget to bring your mobile device for a hands-on experience (phone or tablet)!

ABOUT THE PRESENTERS



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.



Vanessa DeKoekkoek

Vanessa fell in love with kitchen design over 15 years ago. Her passion for technology has grown after teaching software courses at the corporate and collegiate levels.

When: Tuesday, August 29, 2017

10:30 am - 10:45 am Arrival
10:45 am - 11:45 am Kitchen Whispering
11:45 am Lunch
12:45 pm - 1:45 pm Design Unplugged

Where: Maymont
1700* Hampton St.
Richmond, VA 23220

**If you're using a GPS device, enter 1701 Hampton St., which is the house across the street from the main entrance—the 1700 address often does not work.*

Cost: Kitchen Whispering CEU \$10 member / \$15 non-member
Lunch (entrée, side & beverage) \$15
Design Unplugged CEU \$10 member / \$15 non-member

RSVP

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Email Lizzy Paluszek