

# 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. Rest assured you are not alone, these moments happen to everyone at some point, but the most successful develop the skills to manage these moments 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 and take an in-depth look at real life field examples, and develop successful job-site and project management tools to use in your own business. Happy customers equal successful businesses and keeps all of us on course for fun, fulfilling and rewarding days in the kitchen and bath industry.

## 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:** **Tuesday, September 12, 2017**  
5:30 pm Registration, cocktails & hors d'oeuvres  
7:00 pm CEU presentation

**Where:** Williams Studio  
3850 29th St SE  
Grand Rapids, MI 49512

**Cost:** \$25 - NKBA Member  
\$30 - NKBA Non-Member  
\$10 - Student Member

## RSVP

[Click to Register](#)