

3<sup>rd</sup> Annual  
Winter  
& Conference  
Freezer Classic



**CHANGE  
OF DATE due  
to Mother  
Nature!!!**

Friday, April 9, 2010

Copper Creek Golf Club & Conference Center • 4825 Copper Creek Dr., Pleasant Hill, Iowa

**The Master Builders of Iowa Invites you to participate in the  
3<sup>rd</sup> Annual Winter Conference & Freezer Classic**

For the third straight year, the Master Builders of Iowa is pleased to be hosting the Winter Conference and Freezer Classic. In keeping with the tradition, the program will mix an educational element in the morning with an entertaining afternoon of winter golf.

During the morning program, participants will engage in a very valuable and useful program focusing on customer relations. The featured speaker, David Rabiner, will provide a perspective that will assist in finding new customers, but more importantly, help in keeping existing ones. This program is perfect for those construction professionals who know how to deliver a quality product, but can add to their skill set by maximizing their influence and effectiveness with customers.

Then in the afternoon, participants hit the links to take on whatever Mother Nature has in store. One thing for sure, all will have a good time no matter the weather and course conditions. Once golf is complete, everyone will head back to the clubhouse for an awards reception.

**Friday, April 9, 2010**

<b>Continental Breakfast</b>	<b>8:00 am</b>
<b>Educational Program</b>	<b>8:30 am</b>
<b>Lunch</b>	<b>11:30 am</b>
<b>Shotgun Start</b>	<b>12:30 pm</b>
<b>Awards Reception</b>	<b>4:30 - 6:00 pm</b>



# Connecting with Customers: Serving with Pride and Professionalism

Presented by

**David Rabiner**

Rabiner & Associates  
Portland, Oregon

Successful contractors know that growing and keeping a profitable business takes more than quality work and competitive prices. They know that connecting positively with prospective and existing customers is critical to building confidence, loyalty, satisfaction, and return business. Attendees at David Rabiner's engaging program will learn basic elements of exceptional client service, which include self-management, relationship, and communication skills. They will leave the program with new tools to understand and get along well with all personality types, establish professional credibility, delight customers without giving away the store, minimize customer complaints while increasing rave reviews, and recover successfully from customer service mistakes. This program is perfect for your people who know how to get work done but want to learn skills to maximize their influence and effectiveness.

## Registration - Winter Conference & Freezer Classic

**PACKAGE 1: Conference Package - \$200.00 per person (Personal Checks Only)** Fee includes: educational program, continental breakfast, lunch, golf fees, beverages and post-golf reception.

**PACKAGE 2: Seminar Only Package - \$125.00 per person (Corporate Checks)** Fee Includes: educational program, continental breakfast and lunch.

**First Attendee** \_\_\_\_\_  
**Company** \_\_\_\_\_  
**Address** \_\_\_\_\_  
**City, State, Zip** \_\_\_\_\_

**Choose Package:**  Package 1 (\$200)  Package 2 (\$125)

**Total Amount Due \$** \_\_\_\_\_

**Shirt Size:**    **XXL**        **XL**        **L**        **M**        **S**

**Second Attendee** \_\_\_\_\_  
**Company** \_\_\_\_\_  
**Address** \_\_\_\_\_  
**City, State, Zip** \_\_\_\_\_

**Choose Package:**  Package 1 (\$200)  Package 2 (\$125)

**Total Amount Due \$** \_\_\_\_\_

**Shirt Size:**    **XXL**        **XL**        **L**        **M**        **S**

**Third Attendee** \_\_\_\_\_  
**Company** \_\_\_\_\_  
**Address** \_\_\_\_\_  
**City, State, Zip** \_\_\_\_\_

**Choose Package:**  Package 1 (\$200)  Package 2 (\$125)

**Total Amount Due \$** \_\_\_\_\_

**Shirt Size:**    **XXL**        **XL**        **L**        **M**        **S**

**Fourth Attendee** \_\_\_\_\_  
**Company** \_\_\_\_\_  
**Address** \_\_\_\_\_  
**City, State, Zip** \_\_\_\_\_

**Choose Package:**  Package 1 (\$200)  Package 2 (\$125)

**Total Amount Due \$** \_\_\_\_\_

**Shirt Size:**    **XXL**        **XL**        **L**        **M**        **S**

**Please check one:**     **We want to play as a foursome.**     **Please place us in separate groups.**

**Please complete registration form and mail payment to:**  
**Master Builders of Iowa, Attn: Laurie Delmott**  
**PO Box 695, Des Moines, IA 50306**  
**(800) 362-2578 or (515) 288-8904**  
**Fax (515) 288-2617**

**Please make personal checks payable to the MBI-PAC.**  
**Please make corporate checks payable to the MBI.**  
**Total Personal Amount Due \$** \_\_\_\_\_  
**Total Corporate Amount Due \$** \_\_\_\_\_

**\*Please note: Iowa law prohibits corporate contributions to political action committees (MBI-PAC).  
Personal checks ONLY may be accepted for participation and PAC contribution.**