



These Past NCA Webinars Are Available on CD-ROM and DVD

Series 1

- “Best Kept Secrets to Getting, Keeping & Serving Route Customers” - *Rex Carrigan*
- “Gain Incredible Profits by Telling Not Selling at the Counter” - *Alan Spielvogel, NCA*
- “How the New Federal Wage Hour Laws Impact Drycleaning and Piece Workers” – *Lonnie Tishman*
- “How to Put the Ka-Ching Into Your Direct Mail” - *Brad Kent, SmartLeads USA*
- “Everything You Want to Know About HYDROCARBON” - *Everett Childers*
- “Wedding Gowns: When to Say “I Do” to In-House Processing” – *Sally Conant, Wedding Gown Specialists Association*
- “Stain Removal: How to Remove Tough Stains” - *Alan Spielvogel, NCA*
- “Quality Inspection and Correction for Cleaning and Finishing” - *Alan Spielvogel, NCA*
- “Real Word Wetcleaning” – *Ann Hargrove of NCA*

Series 2

- “Green Earth” – *Jim Barry of Green Earth and Green Earth Users**
- “Technical Training for CSRS” - *Ann Hargrove, NCA*
- “Data Mining for Increased Profits” - *Darcy Moen*
- “Finishing Faux Pas” - *Alan Spielvogel, NCA*
- “Understanding Insurance” – *Frank Costa*”
- “Group 442” – *Barry Lovell*
- “Getting the Most From Your Employees” – *John DiJulius of The DiJulius Group*
- “Employment Law-Theory and Practice” – *Joe Tremiti*
- “Safe Bleaching” – *Alan Spielvogel of NCA*
- “Surviving a Regulatory Inspection” - *Mike Tatch, Tatch Technical Services*
- “Building and Serving Your Routes The Internet Way - *Jason Loeb, Sudsies.com*

Series 3

- “Problem Garment Year End Review 2006” - *Alan Spielvogel, NCA*
- “Your Customer Service Reps” – *Kathy Butters*
- “Wedding Gowns + The Relationship= Dollars” - *Susan Sternshine, Cricket Cleaners*
- “Unharnessing the Power of Public Relations” - *Kirsten Whitten, GT Graphics and Marketing*
- “Routes: Customer Strategy” - *James Puester, The Route Pro*
- “Draperies: Take Down and Re-Hang”- *Sultan Saeed, Pro Clean*
- “Finishing – Part II” - *Alan Spielvogel, NCA*
- “Building Your Business with Referrals” – *Jason Loeb*
- “Restoring, Correcting & Revive - *Alan Spielvogel NCA*
- “Building Team Spirit – *Jason Loeb*

Series 4

- “Door to Door Selling” – *James Puester*
- “Cleaning Drapes Where They Hang” – *Jeff Berkowitz*
- “Stain Removal /Spring & Summer Fashions” – *Alan Spielvogel*
- “Solvent Technology Breakthroughs” – *Mike Tatch*
- “The Art of Doing a Good Shirt” - *Alan Spielvogel*
- “Zero Risk – *John DiJulius*
- “Innovative Packaging” - *Alan Spielvogel*
- “OSHA Requirements” – *Mike Tatch*

- How to avoid Expensive workplace harassment lawsuits.
- Equipment Maintenance tips and tricks
- Innovative Packaging
- Every Door Direct Mail 16cents a piece
- Bed Bugs
- Problem Garment Review
- Social Media and the dry cleaner
- Email Marketing
- 101 Search Engine Optimization
- How to Handel a Clean Up
- 60 Things in 60 Days to establish a route

The cost of a single CD-Rom is \$69.⁰⁰ Plus \$7 Shipping and Handling and includes FREE audio only CD for play on your car's CD player (ideal for multi tasking when driving)

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252 W. 29th Street, New York, NY 10001 – E-mail: info@nca-i.com