

# Chaos to Clarity - Enhanced Communication for Auto Repair Shops



*Instructors:*

**Sara Fraser &  
Tracy Capriotto**

Imagine a shop where the team works seamlessly together, customers rave about your service, and the atmosphere is electric. Ready to transform your shop into the place everyone loves working and every customer loves visiting?

- ✓ Practical tips for enhancing communication and fostering teamwork
- ✓ Lead efficient meetings that maximize productivity
- ✓ Proven strategies for building a cohesive team that collaborates effortlessly
- ✓ Expert techniques for handling customers like a pro and earning their loyalty
- ✓ Conflict resolution strategies that eliminate awkwardness and maintain harmony

Join Sara Fraser and Tracy Capriotto for this dynamic, hands-on course and turn your shop into the go-to destination for both top talent and loyal customers.

**Monday  
7/28/2025**

**6pm to 8pm EDT**

**Code: OLT468**

**Cost: \$95 USD**

*Per Student*



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