



## Education Headliners



**Craig Elkins**

### Building a Better People Plan

Provide a new kind of excellence in customer service and build stronger connections. This will be a *highly interactive & fun* part of the keynote that will also teach a new “common language” towards a better understanding of self, and others. Practical tools & methods for adapting & connecting. All this from someone who truly understands the Bowling Business.



**Pam Weatherford**

### Your Pleasure Is Our Business

Unable to conquer the outside sales position?  
Not enough companies partying at your place?  
What if you could make 30 sales calls in 2 hours?  
Attend this power-packed sales seminar and you'll learn the easiest way to book company parties!



**Walt Aldred  
and Gunner**

### Your Roll In Preventing Fraud, Crime, & Violence in Your Business

What you and your employees need to know to keep you, your employees and your customers safe!

- ◆ What to do in case of a robbery or a crime being committed in your center
- ◆ How to properly handle situations that involve customers only
- ◆ Can you tell the difference between a Real & a Phoney Social Security Card
- ◆ Things to look for to prevent credit card fraud
- ◆ Should you have a separate account for payroll? Direct Deposit vs Payroll Checks.
- ◆ Where to place your security cameras
- ◆ Keeping a proper daily log

*21 years of service and experience as a Police Officer, Fraud Investigator, Hostage Negotiator, Street Crimes Unit, Auto Theft Investigator, Commercial Burglary*

**facebook**

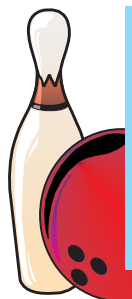
With more than 400 Million Users...

**Facebook is a Social Media Phenomenon!**

*Did you know...*

- The fastest growth segment is age 35+.
- More than 100 Million users log on every day!
- 30 Million access Facebook from their mobile devices
- 20 Million users become “Fans” of business pages daily

*How do you make this work in your center? Learn the basics of Facebook and the right way to use it. See real time bowling center uses for Facebook and how to avoid becoming a social media spammer! You will walk away with a better understanding of how Facebook can help your business... NOW!*



**Carey Tosello**