



Bowling University
Bowling Center Education & Training



**Bowling Centers Association of Ohio
Management School
July 31 - August 2, 2018**

CLASSROOM SCHEDULE

Tuesday, July 31

8:30 am - 9:00 am	Welcome, Introductions and Opening Remarks
9:00 am - 9:30 am	Utilizing Demographics
9:30 am - 10:30 am	Day Part Management
10:45 am - 12:00 pm	Revenue Management
12:00 pm - 1:00 pm	Lunch
1:00 pm - 3:00 pm	Marketing - Birthday Parties
3:00 pm - 5:00 pm	Marketing - Group Events

Wednesday, August 1

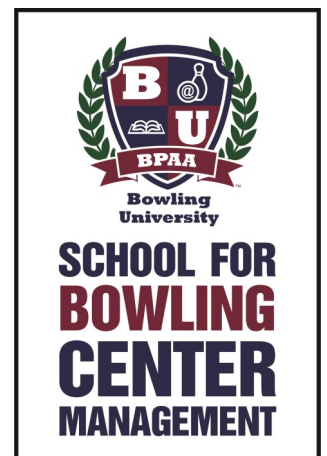
8:30 am - 10:30 am	Marketing - Program Development Leagues
10:30 am - 12:00 pm	Marketing - Program Development Casual
12:00 pm - 1:00 pm	Lunch
1:00 pm - 3:30 pm	Creating and Implementing Customer Service Standards
3:30 pm - 5:00 pm	Inside Sales

Thursday, August 2

8:30 am - 10:00 am	Outside Sales
10:15 am - 12:00 pm	Improving Daily Profitability - Understanding Sales Numbers
12:00 pm - 1:00 pm	Lunch
1:00 pm - 3:00 pm	Improving Daily Profitability - Profitability Exercise
3:00 pm - 4:00 pm	Wrap Up

Crowne Plaza - Worthington
6500 Doubletree Avenue
\$99 Room Rate

\$149 Member
\$249 Non Member
Lunch Included





Bowling University
Bowling Center Education & Training



**Bowling Centers Association of Ohio
Management School
July 31 - August 2, 2018
REGISTRATION**

Center: _____

Address: _____

City: _____ **Phone:** _____

E-mail: _____

Attendee 1: _____

Attendee 2: _____

Attendee 3: _____

\$149 PER ATTENDEE BCAO MEMBER
\$249 FOR NON MEMBERS
Includes Lunch

Hotel Reservation Information

Reservation Name: _____ **Rooms:** _____

Arrive: _____ **Depart:** _____ **Requests:** _____

PAYMENT INFORMATION

Amount to be charged: \$ _____

Name on card: _____

Card Number: _____

Expiration Date: _____ **CSV Code:** _____

**Mail with your payment
or completed credit card
information to:**

BCAO
P.O. Box 750996
Centerville, OH 45475

Or e-mail to:

If you would rather process payment by phone, please contact our office at 937.433.8363 and we will be happy to assist you!

jclarke@bowloho.com