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SAN DIEGO CHAPTER

The Society for Design Administration

An Affiliate of the American Institute of Architects

The Society for Design Administration advances management and administrative professionals in the A/E/C industry.

Having Fun With Collection Conversations

March 18, 2010

Conducted by:

Patricia Peters, Business Manager
David Reed Landscape Architects

Hosted by:

RJC Architects

320 Laurel Street

San Diego, CA 92101

Making collection telephone calls can be really fun! Seriously, have you ever not had a little fun with anything you're really good at?

This mini-seminar will "arm you" with confidence, and give you a chance to actually practice a few of the telephone collection techniques the professionals use. You'll walk away with some queue-card-ready responses to some common payment objections. You'll also get a CD with links to free behind-the-scenes research that may help you flush out serious red flags on potential high-risk clients.

Date: Thursday, March 18, 2010

Time: Dinner: 5:30-6:00 P.M. Presentation: 6:00-7:00 p.m.

Questions? **Jamie Shirey 760.445.4959**

Location: RJC Architects, 320 Laurel Street, San Diego 92101

Cost: **Meeting Fees:** Members \$20; Member Firms & AIA Members \$25;
Non-Members \$40; Late Registration \$50

RSVP by: 5:00 p.m., Thursday, March 11, 2010

Fax this form to: Kacie Watt @ 619.235.0522 or email reservation to:

kacie@studioearchitects.com

Name(s): _____

Firm: _____

Address: _____

Phone: _____

Email: _____

Please specify if you require a vegetarian meal

Because our meetings are catered, 24 hours' notice is required for all cancellations.

No shows will be billed.

Patricia E.Peters
Business Manager

DAVID REED LANDSCAPE ARCHITECTS

Before starting her own sales company in 1993, Patricia advanced for over 20 years in credit and collections management:

- Advanced to credit management from 'the trenches'
- Owned a successful collection agency in Chicago
- National Credit Manager for a F500 firm in Chicago, until promoted to a Senior Executive position there
- Independent consultant in complex business-to-business collection cases, earning acclaim for stopping a Chicago law firm from perpetrating a 7-figure bankruptcy fraud on her client.
- Presently serving as Business Manager for David Reed Landscape Architects in San Diego.



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