

save
the date
JUNE 9

THE ART OF Stain Removal & Customer Communication

The Art of Stain Removal & Customer Communication is a special, all-day program created for you and your staff, presented by the Pennsylvania and Delaware Cleaners Association and the North East Fabricare Association, held at Wedding Gown Preservation Co. in Endicott, New York.

Wedding Gown
Preservation Co.
Since 1913



PDCA
Pennsylvania & Delaware Cleaners Association



Jane Zellers



Bob Edwards

We'll start the day with a light breakfast and tour of Wedding Gown Preservation Co. Then join industry experts Jane Zellers, JCZ Training & Consulting, and Bob Edwards, AL Wilson, for *"How Do I Get This Out?"* a clinic on stain removal solutions and techniques.

- Recognize a problem garment before it becomes one
- Knowing your fibers and fabrics and their limitations
- Understand garment classification
- Bleaching, dye stripping and digesting stains

After lunch, Bob will continue his presentation and Jane will explain the most efficient ways to create lines of communication between your front counter and production department.

- How best to converse with your customers about potential issues?
- How to keep everyone on the same page?

Afterwards, there will be a Q & A session followed by an exclusive tour of nearby Cleaner's Supply.

Please feel free to bring as many of your staff as you wish.

PDCA, NEFA, and DLI members are receiving this terrific program as a **Membership Benefit**.

Non-members will pay a \$99 fee per plant, which can be put towards DLI membership.

***Thank You to Wedding Gown Preservation Co. & Cleaner's Supply for sponsoring the light breakfast and lunch.
We appreciate your support!***



Questions? Contact Mark Pollock at mark@pdclean.org • Leslie Schaeffer at leslie@pdclean.org or 215-830-8495