This highly rated, 3-Day Supermarket management development program, for store and assistant managers, is coming to the Newark Hilton on December 3, 4, and 5, 2013 and to St. Louis Airport Marriott on January 7, 8, and 9, 2014.

Sales Building, Team Building and Personal Leadership Skills headline each day.

All 3 days (30 hours) of intensive learning, sharing and goal writing costs less than $700 per student.

For more information and/or to register, please email harold@hlloydpresents.com or call 757-572-7276.
From Better to Best
A Personal Leadership Transformation

Day 3-AM:
Becoming a Genuine Leader

Am I The LEADER I Need To Be?
HAROLD C. LLOYD

Topics Include:
• Speaking to a Group
• Planning an Impactful Meeting
• Setting the S.M.A.R.T.E.S.T. Goals
• Correcting Poor Performance
• Meaningful Performance Reviews
• Decision Making using a T-Bar
• Evaluating a Project’s R.O.I.

Day 3-PM:
It's About Time Management

Topics Include:
• Making an Effective ‘To-Do’ List
• Delegating Assignments to Others
• Better Recruiting Generates Better Recruits
• How to Zap those Distractions
• How to Organize Your Work Area
• Building Balance in your Life
• How to Multi-task and Maintain Your Sanity

Class size restricted to 70.

This program is highly interactive. We will be using corrective action role playing, group presentations and performance review simulations. Most importantly, we will learn to write the S.M.A.R.T.E.S.T. Goals and formulate a personal action plan before you leave.

Call for more information: 757-721-0017 or email your questions/reservation request to harold@hloydypresents.com or find out more at www.smarts.hloydypresents.com.
Supermarket S.M.A.R.T.S.

An Educational ‘Thrilogy’

In 3 days you’ll learn how to:
- Increase Store Sales by at least 3%
- Hold more productive Manager Meetings
- Conduct 3 New and Effective Employee Communication Programs in your store
- Reduce Employee Turnover by at least 10%
- Raise your Personal Asset Value by at least 10%
- Improve Employee Morale by 10% in 12 months
- Implement at least 2 New Ways to Capture Customer Feedback Expediently and Accurately
- Increase your Customer Relations/Mystery Shopper score by at least 8% this year

What is Supermarket S.M.A.R.T.S.?

Supermarket S.M.A.R.T.S. is an educational and experiential ‘thrilogy.’ It is a program designed for supermarket store managers, assistants, and management trainees. It is an interactive program that is rigorous and results driven. The class size is restricted to 50. Here is what attendees are saying about Supermarket S.M.A.R.T.S.: “Supermarket SMARTS helps to mold you as a manager. I became a manager without anyone to train or work with me - learning things on my own. This is what I’ve been hoping for; information and guidance to do a superior job. Thanks!” and “you NEVER stop learning, no matter what your age or how long you’ve been in the business. This was incredibly beneficial to me. I recommend this to EVERY manager in my company.”

At the conclusion of the program, all participants will draft a S.T.A.R.T. Action Plan, (Steps To Achieve Results Tomorrow). This plan will be sent to each manager’s supervisor for follow up to guarantee a return on your investment.

Supermarket S.M.A.R.T.S. will be taught by Harold Lloyd, a supermarket specialist. Harold is a graduate of the Wharton School at the University of Pennsylvania and holds an MBA with honors from the University of Chicago. He has been the president of a company with 1000 employees and 14 stores and was a franchisee of an award-winning, 3-unit, family-style restaurant. Harold also taught college courses at night for several years.

Conference Agenda

Day 1
Maximizing Sales
- “Drilling Down for Sales”
- “Merchandising Magic”
- “Cover All 4 Bases to Achieve Superior Customer Relations”

Evening Session:
Optional/Additional assistance to further explain topics discussed today and/or to begin writing your Personal Action Plan.

Day 2
Building a More Unified Team
- “The Employee’s 1st 30 Days”
- Effective Continuous Communication
- A 5-Step Discipline Process that holds people accountable
- Alternative Associate Recognition and Performance Review Programs
- “What to Do to Improve Your Follow Through”

Day 3 - See other side...

Call 757-721-0017
or e-mail questions or reservations to harold@hlloydpresents.com.
Supermarket SMARTS
Hotel Information

New Jersey: December 3, 4, 5
Hilton Newark Airport
1170 Spring Street
Elizabeth, NJ

Phone: 908-351-3900
Booking code: HLL

Rooms must be reserved prior to November 2, 2013 to protect our rate of $149.00

St. Louis: Jan. 7, 8, 9, 2014
Marriott St. Louis Airport
10700 Pear Tree Lane
St. Louis, MO

Phone: 314-423-9700
Booking code: Harold Lloyd and Associates

Rooms must be reserved prior to December 16, 2013 to protect rate of $105.00.