

24<sup>th</sup> September 2009

## “Automotive Invitation”

TGM Abel & Berger International Ukraine invites you to two automotive presentations on:

### Tuesday 6<sup>th</sup> October 2009 – H.O.T.A.S. Internet Parts Exchange

H.O.T.A.S. is an innovative Internet Parts exchange system for the automotive brand providing a trade platform for original parts and serves as mediator between dealers offering parts and dealers looking for parts in a parts internet market place. H.O.T.A.S. offers increased profits on favourable purchases, reduces obsolete stock, increases the efficiency of parts management, improves the availability of parts, saves time, reduces repair times and will increase customer satisfaction. A Live H.O.T.A.S. demonstration will be presented online by Achim Beckmann (CC CarConsult GmbH, Germany) who has 30 years experience in Automotive Business, starting in a Ford dealership as a technician then Manager Service & Parts he took over the Management of Internal Auditing in one of the biggest Ford Dealer Groups in Germany. In 2000 he joined Allison Associates as Key Account Manager then in 2001 he founded CC CarConsult GmbH in Germany.

### Wednesday 7<sup>th</sup> October 2009 – Direct Reception System

Direct Reception is not about your service facility, it is about your “people”, the processes they use and the general attitude and behaviour in which they provide service to your customers. Direct Reception offers dealers many benefits if done well, least of all increased sales of workshop hours, parts and accessories, leading to increased profits. We should not forget the effect quality service will have on customer satisfaction and the likelihood of the customer purchasing your brand “next time”.

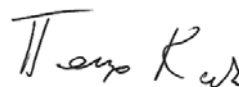
A detailed insight into the implementation and operation of a successful Direct Reception System will be presented by Peter Taylor (TGM Abel & Berger GmbH, Germany) who has developed trained and consulted many of today’s key automotive trained programs and has represented the automotive industry in more than 40 countries around the world. Now in his 48<sup>th</sup> year in the automotive industry, he is also responsible for TGM’s activities in Ukraine.

Both presentations will take place at Hotel Rus, Kiev, starting at 18:00 and will last approximately 60 minutes, additional time will also be available to answer your questions. Both presentations are intended to further develop our relationships with the automotive dealer networks and we are happy to invite you.

Yours Sincerely



Peter Taylor  
Director - International Operations



Petro Kowcz  
Director - TGM Ukraine

## “Automotive Invitation” – Registration Document

Please confirm your participation by completing the following information:

### Tuesday 6<sup>th</sup> October 2009 – H.O.T.A.S. Internet Parts Exchange

I wish to confirm that I (we) will attend the Presentation “H.O.T.A.S. Internet Parts Exchange” at the Hotel Rus, Kiev, on 6<sup>th</sup> of October, 2009 beginning at 18.00.

Company Name:

Address:

Representative(s)  
& Position

Telephone:

E-mail:

### Wednesday 7<sup>th</sup> October 2009 – Direct Reception System

I wish to confirm that I (we) will attend the Presentation “Direct Reception System” at the Hotel Rus, Kiev, on 7<sup>th</sup> of October, 2009 beginning at 18.00.

Company Name:

Address:

Representative(s)  
& Position

Telephone:

E-mail:

Please return this document by e-mail [info@tgm.kiev.ua](mailto:info@tgm.kiev.ua), or fax, no later than Friday 2nd October 2009