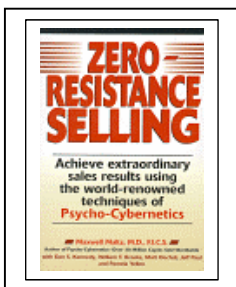


**This months password
ides**

**March 2001
Book of the month**



**Zero Resistance Selling
By Maxwell Maltz**

**\$28.45 plus \$7.70 post (Aust.)
OR**

A\$25.87 plus \$10.00 post (O/seas)

Boost your selling power – the Psycho-Cybernetics way!

Dr Maxwell Maltz, the creator of Psycho-Cybernetics, and five hugely successful sales entrepreneurs – each themselves a Psycho-Cybernetics success story – reveal how to apply this powerful self-improvement program to every aspect of selling.

Learn how to completely eliminate customer resistance even as you remove your own mental obstacles and doubts.

This unique program enables you to:

- Quickly become a “master closer”
- Use objections to forge a “partnership” between you and the customer
- Make dynamic, action-inspiring sales presentations
- Soar out of any selling slump
- Ensure your own financial health and well-being
- And much much more

Zero-Resistance Selling shows you how to literally “reprogram” your own self-image to help you attain your loftiest selling and career goals.

"How to Turn Complaints into Ca\$h"

by Michele Comeau

\$9.95 Plus \$7.70 postage (Aust) or

A\$9.05 Plus \$10.00 postage (O/Seas)

Most companies are losing a great deal of money and don't even know it simply because they don't know how to effectively handle complaints, explains the author of the new book "How to Turn Complaints into Cash."

Dissatisfied customers want to get even and one of the best ways to get even is to take their business elsewhere and encourage others to do the same.

"Research shows that an angry customer will tell at least 7 others about their bad experience," says author Michele Comeau. "This negative word-of-mouth advertising is the most powerful advertising on the face of the planet."

"How to Turn Complaints into Cash" is an easy to read pocket workbook that gives a 5 step method for turning dissatisfied customers into loyal supporters.

International Customer Relations Strategist, Michele Comeau, has an impressive track record helping companies increase profits at least 20% by turning shoppers into long time customers. She specializes in sparking enthusiasm within organizations to look for new and better ways to serve customer's needs. while making more \$.

Yes please send me...

Product	Aust.	O/Seas	Total
<input type="checkbox"/> Zero Resistance Selling	\$ 28.45	\$ 25.87	\$
<input type="checkbox"/> How to Turn Complaints into cash	\$ 9.95	\$ 9.05	\$
Postage	\$ 7.70	\$ 10.00	\$
TOTAL			\$

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