



# ***Closing the Deal***

## ***Taming a Three Headed Monster ?***

**Presented by  
Gary Gallant  
Mohawk Shared Services**



**American Reusable Textile Association  
2012 Education Conference  
*April 3-5, Memphis***



## Situation/Overview

- On Premise Laundry to Central
- Central to Central via RFQ
- Organic – new products/services within existing Clients





## Challenge — OPL

- Weight Capture
- Utility Costs
- Included Labour
- Decision Makers





## Challenge — RFQ

- Customer Satisfaction
- Included Charges
- Product Variance
- Variance
- Detailed Processes
- Stress Strengths
- Reporting Capabilities
- Utilize References





## Challenge — Organic

- Identifying Need
- Internal Champion
- Add Value
- Share Success
- Stress Partnership



# Conclusion

- › Identify Need
- › LISTEN
- › Communicate Abilities
- › Demonstrate Commitment
- › Utilize References
- › Follow Through



# How to Reach Me

[www.mohawkssi.com](http://www.mohawkssi.com)

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# Thank You for Your Time!



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