Your Success *is* Our Success... Building Partnerships

Sponsored by National Association of School Music Dealers

Presented by George Quinlan, Jr. & Mark Goff December 18, 2003

Success: The achievement of something desired, planned, or attempted

<u>Partnership:</u> A relationship based on trust and respect where partners receive equal value and achieve mutual objectives

<u>Standards:</u> What are the standards for your program? How do you define them? Maintain them? Communicate them?

Selecting a dealer partner to help you

National Association of School Music Dealers

NASMD Members will...

Help local teachers develop successful school music programs...

- Personal consultation with each director to understand the needs of his/her program
 - Routine, dependable calls by a qualified sales professional
 - Reliable support & solutions through high quality products, services, & information

Help parents provide for & support their child's active participation in school music programs...

- Help educate parents about the positive, life-changing benefits of active music-making
 - Provide high quality, affordable, teacher approved products &
 - services designed to help their child succeed
 - Provide convenient, reliable, timely service after the sale to help their child
 - make music with minimal interruptions

Help students enjoy the benefits of making music in their school music programs...

- Provide high quality, properly adjusted products to help the student
 - learn to make music as quickly as possible
 - Provide reliable, timely service to help the student
 - continue to make music with minimal interruptions

Criteria for selecting a school music dealer partner:

- Company Background
- Proximity to the School
 - Ability to Service
- Educational Representatives
 - Store Personnel
 - Repair Service
 - Instruments
 - Recruiting Service
 - Rental Plan
 - Accessories
 - Step Up programs
 - Printed Music
 - Special Services

What to expect from your dealer...

Practical Tools for upholding your standards

Planning Effective Parent Nights

- View the Process through "their eyes"
 - Communication Your Standards
 - Review The Process

How to Write an RFP (Request for Proposal)

- A well researched RFP <u>clearly delineates</u> differences from respondents
- Services can be quantified and measured
- RFP's are probably already being used in other areas

Battling the ISO's (Instrument Shaped Objects)

- The importance of a beginning band/orch handbook
 - Communication is not a one time event!
- The supply of instruments is changing at a dramatic pace
 - Do's & Don'ts
 - Communicating your standards to parents

If we can help in any way...

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