

POINTS OF INTEREST

- For Illinois Clients—try to make plans to attend the Illinois Lic. Beverage Assoc. convention in Kankakee on Sept. 17-21. We'll be there!

Office Hours

Monday to Thursday

9 am—5 pm

Fridays

9am—2 pm

You can always send us an email or look for info on www.bretdixonins.com

WORKPLACE SLOGANS OF THE MONTH:

"All work is teamwork."

"Never practice on the customer. Training is your secret weapon."

"Overteach. Managers and employees both under-learn and over forget."

"All behavior is the result of consequences: you get what you reward."

BDI Quarterly Newsletter

BRET DIXON INSURANCE

SUMMER 2006

Our Value Added Service

At Bret Dixon Insurance, we feel that we are more than just your insurance agent. We feel that we know your business and go the extra mile to see that your business has all the benefits we can offer.

That's why we have our own **Loss Control Department**. When it comes to acquiring contractors for hood & duct service or fire extinguishers, we do the work. We negotiate with vendors for special service (Check out our website for a complete listing). We have established a special 800 number for them to fax your service receipts. This means NO cost for them and NO work for you.

We have our own **Claims Department**. Should you have the bad fortune to suffer a claim, you WILL hear from us. It might be just to verify that some one has contacted you, but if they haven't, GUESS WHAT—they will after we hang up the phone. That's our JOB and our NAME on the line. And we will continue to follow up on your claim.

WWW.BRETDIXONINS.COM—if you haven't checked it out yet, DO SO NOW! It is full of interesting ideals and valuable information. There are forms you can use, Management Guides and much more available for free download. All you have to is log on, request an account be set up, and you'll be on your way to being a better businessperson in no time.

RESPONSIBLE ALCOHOL MANAGEMENT PROGRAM—R..A.M.P. is our VERY OWN BASSET APPROVED server training program. We can now provide training to your staff at NO COST just for being a client of Bret Dixon Insurance. We are also working diligently on a on-line version of the program, as well, making it even more convenient to have your staff trained and get you DISCOUNTED Dram Shop coverage prices.

We hope you too feel that we are more than just your average insurance agent and should you have any suggestions on how we can improve or even add to the value added services call or email us—we want to be everything that we can be!

Renewing Your Insurance

At Bret Dixon Insurance, we pride ourselves in the efforts we put out to renew the insurance of our clients for the next year. It might appear that we bother you with a phone call or even an appointment prior to the renewal, but in all fairness we feel that it is a valuable part of the service we provide as your insurance agent.

THINGS can change over the course of one year. Your sales can be UP or DOWN and we want to get them right. If they're up, we want to be able to negotiate your renewal premium up front with the company underwriter to get you the best deal, rather than having the company find out during a mid-term inspection.

Obviously, if your sales are flatter, we want your

premium to reflect that as well.

Many things play into the renewal process. Maybe you've done some improvements to the premises. Perhaps a new roof or a repaved parking lot—these are things that we can point out to the insurance companies that show you take pride in the look and safety of your business and that you deserve the best pricing possible.

So again, we pride ourselves in working hard to get you the best deal possible. And as always, your comments and thoughts are important, so let us know how we're doing. You can submit an feedback form under the "Contact Us" page on our website, if you'd like to leave a compliment or criticism.

Bret Dixon Insurance

P.O. Box 159

East Alton, IL 62024

**Niche Writers of the
Restaurant & Tavern Industry**



BDI and IL Bowling Proprietors Assoc. Team Up

We'd like to announce that we have recently teamed up with the Illinois State Bowling Proprietors Association. We've long been very supportive and involved with member associations such as the Illinois Licensed Beverage Association, Indiana Licensed Beverage Association, as well as other similar groups that go to bat for their members. So it only makes sense that we get more involved with them.

For those of you with experience in the bowling business, you know that the hardest part about insuring a bowling center is finding reasonable property coverage for all the specialized mechanical equipment that are such a vital part of the operation. Our Agency has long had many

viable liquor and general liability markets with which to place your business. Recently, we've been working with the companies we represent, as well as adding a few new markets, and can now be much more competitive on the property also. Hence, our push to get more involved in this segment of the hospitality industry.

We look forward to a long, successful relationship with the Illinois State Bowling Proprietors Association that benefits all of your bowling proprietors, the ISBPA and their members, as well as ourselves. You can learn more about the ISBPA on their website, www.bowlillinois.com.