

### STUDIO COMMUNICATIONS LIKE A ROCKSTAR



with Joe Naftal

## JOE NAFTAL

- Dance Studio Owner
- Marketing Consultant
- Lighting Designer

Dance Studio Owner

Expert Panelist & Contributor

Robin Becker Dance
Board of Directors



### NAFTAL CREATIVE. LLC



www.naftal.net

Recital Program Ads.com



DANCE STUDIO RESOURCES





### RAISE YOUR HAND IF YOU'VE HEARD . . .

## "OH...I DIDN'T READ THAT EMAIL"



### "I DIDN'T KNOW I NEEDED TO BUY TICKETS FOR THE RECITAL"

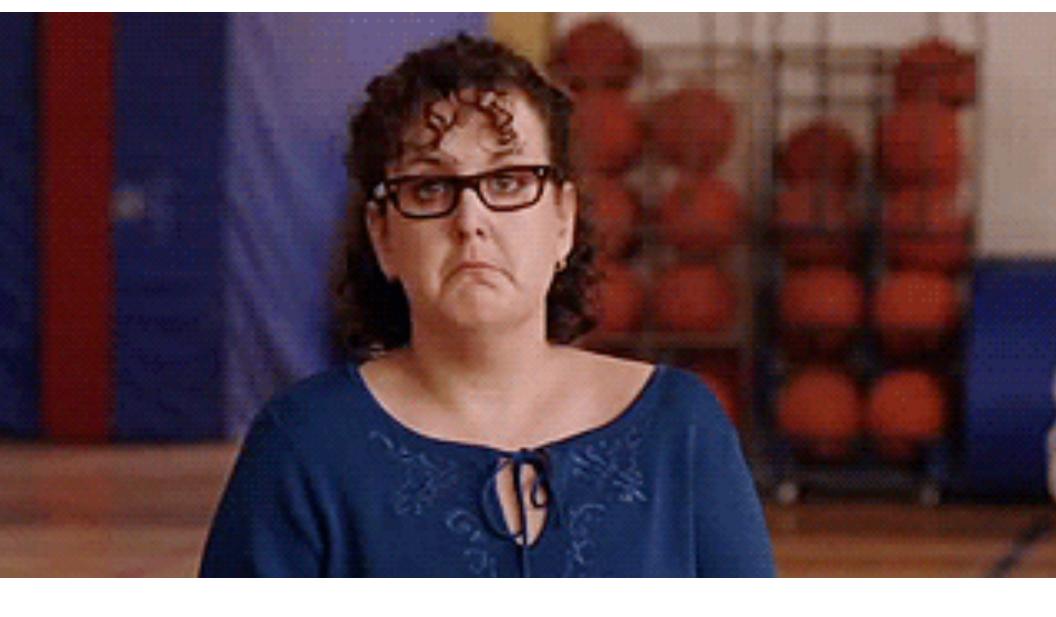


## "I NEVER KNEW OCTOBER TUITION WAS DUE"

- PARENT IN JANUARY

## "CAN I STILL ORDER A RECITAL COSTUME?"

- PARENT DURING LAST WEEK OF CLASS



### RAISE YOUR HAND IF YOU'VE THOUGHT ...

## HOW MANY TIMES DO I NEED TO REPEAT THE SAME THING TO THESE PARENTS?!?



## EFFECTIVE FREQUENCY



In advertising, the term "effective frequency" is used to describe the number of times a consumer must be exposed to an advertising message before the marketer gets the desired response, whether that be buying a product, or something as simple as remembering a message.

# THOMAS SMITH "SUCCESSFUL ADVERTISING" 1885

## PARENTS NEED TO RECEIVE A MESSAGE MULTIPLE TIMES TO PAY ATTENTION



## DIFFERENT PARENTS WILL BEST RECEIVE MESSAGES THROUGH DIFFERENT DELIVERY MEDIUMS



### CRAFTING YOUR MESSAGE

Copywriting and Design

## SHARE YOUR STORY!

Studio Communications is all about sharing your studio's story. Whether that is communicating costume deadlines, telling parents about competition accomplishments or letting them know what's being learned in class, it's all part of your studio's story!



## MAKE IT LOOK GOOD!

Parents will take it more seriously if it looks more professional!

### OVER 100 VOLUNTEERS MAKE OUR RECITAL PRODUCTION POSSIBLE!





14 DAYS UNTIL RECITAL

## MIX UP THE MEDIA

Use photos and videos, not just text, to get your messages across.





#### UNDERSTANDING THE COSTUME PRICE

The cost of your costume includes more than just the garment:









ORDERING 🖳

























#### DANCE CONNECTION • RECITAL VALUE

Dance Connection is committed to offering a high-quality, professional, and entertaining production for all of our students, while making recital participation as affordable as possible for all of our families.





STATE OF THE ART LIGHTING & SOUND



DIGITAL VIDEO DOWNLOAD



BEAUTIFUL SCENERY & PROPS



EACH STUDENT RECEIVES CLASS PHOTO



## EASY TO UNDERSTAND

- Can a non-dance parent understand what you're talking about?

- Can your husband?

#### SUGGESTED RESOURCES - GRAPHICS



www.canva.com



www.fiverr.com



www.mystudiosource.com







www.adobe.com

#### SUGGESTED RESOURCES - VIDEO









#### Ripl

**Short Marketing Videos** 







#### **Stop Motion**

Stop Motion Videos



#### Lapse It

Time Lapse Videos





**Texting Story** 

Text Message Videos







## **EMAIL**

The new snail mail

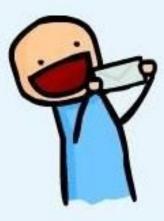
#### 10 YEARS AGO





#### NOW



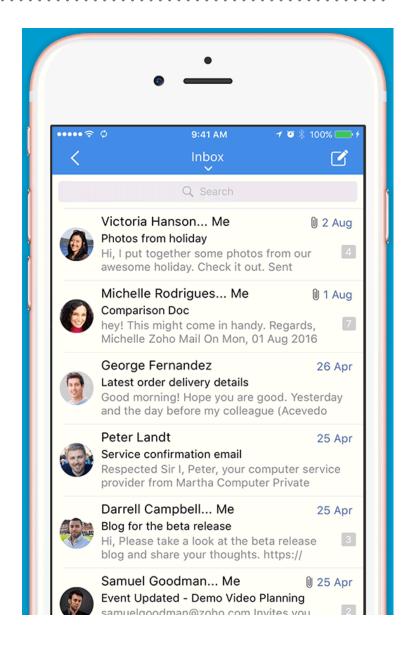


#### **EMAIL LENGTH**

• 59% of email is read on mobile devices.

• Be sure to check how your email will view in a mobile browser.

• Remember that the emails are being read "on the go".



#### EMAIL HAS DIFFERENT RULES THAN PAPER NEWSLETTERS

Important recital information!



View this email in your browser

#### IMPORTANT RECITAL INFORMATION

Need to get in touch with us during recital week?

Just call the regular studio phone number (631-224-7134) and it will be forwarded to us on site at Holy Trinity.

#### THE RECITAL

Saturday, June 16 - 1:00PM Saturday, June 16 - 7:00PM Sunday, June 17 - 3:00PM

#### Fully Air Conditioned Cafeteria Where All Students Stay During The Recital

The cafeteria is broken down into 3 sections.

Section 1 - Cafeteria Waiting Room

#### EMAIL HAS DIFFERENT RULES THAN PAPER NEWSLETTERS



#### **Recital Frequently Asked Questions**

Dance Connection is committed to offering a quality and entertaining professional recital production. We want to create the best experience for both our dancers as well as our parents and audience members.

Below are some frequently asked questions regarding our recital production. If you have any other questions, please feel free to <a href="mailto:email



#### Why is the recital held at Holy Trinity?

Finding a theater on Long Island that is capable to host our event isn't an easy task! The fact is, there are only a few theaters out there that are available and have the capacity that we require. Some local school districts have "In District"

#### **KEEP IT SIMPLE**

➤ Don't fall into the trap of continuing to add content each year to "cover every scenario".



➤ Go through each year and decide what needs to stay and how you can be as concise as possible - remember the "on-the-go" mom reading your emails in the car waiting for school pickup.

#### **SECTIONS & BULLETS**

- ➤ Break up your emails into sections.
- Concentrate on what is important.
- ➤ Use bullets and formatting (such as **bold** and <u>underline</u>) to make things stand out.

➤ You can <u>link out</u> to longer explanations on your website if parents need more info.



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How are recital ticket prices determined?

Producing a professional production such as ours is an expensive endeavor that costs over \$55,000 including the venue rental, technician labor, staffing, equipment rental, scenery, supplies and trucking. Ticket sales help offset these costs. Because of this, we designed our ticket pricing with a variety of pricing points throughout the seating map to offer an affordable option for everyone.



Why am I not in the same show as my siblings?

Having multiple recital performances is required for a studio of our size. If we combined all of our classes into one singular show, the recital would be over seven hours long - and no one would want that! Deciding which class to put in each show is not something we do lightly. If your family is in multiple shows, consider volunteering for one of the shows - it's a fun way to see your dancer partorn for feet

#### **BRAND YOUR EMAILS**

- ➤ Keep your emails consistent with your branding. Parents should instantly know who the email is from without reading any text.
- ➤ Include your phone and email address in the email for questions/follow up!



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Below are some frequently asked questions regarding our recital production. If you have any other questions, please feel free to email us or call the studio at 631-224-7134 anytime.



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#### Happy to help!

If you have any questions, please feel free to contact us anytime!

Phone: (631) 224-7134

Email: info@lidanceconnection.com

181 Freeman Avenue, Islip, NY 11751







#### TARGET YOUR EMAILS

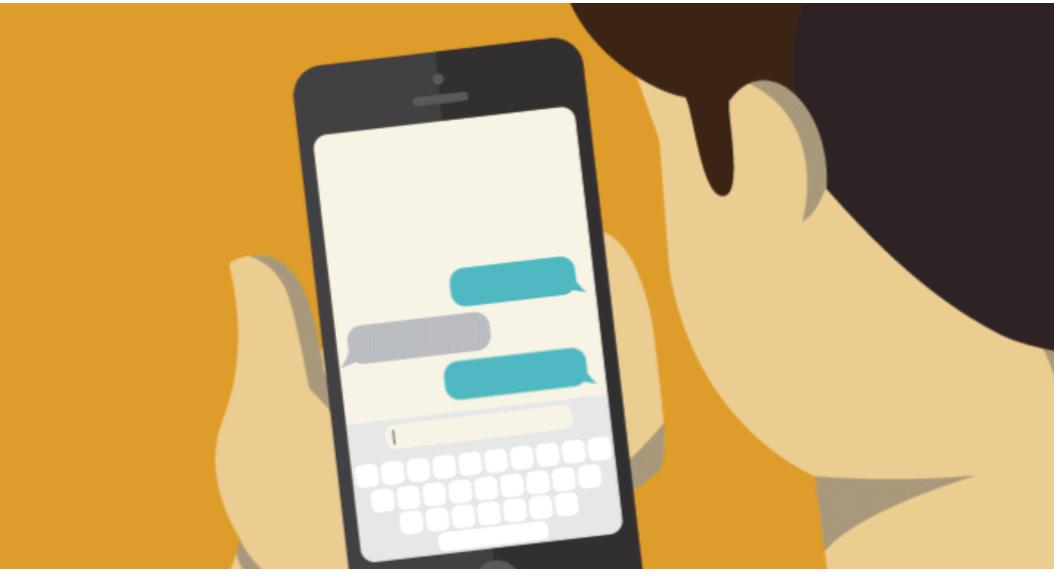
- Preschool parents don't need to know when Competition rehearsals are.
- Competition parents don't need a "first day of dance class" guide.
- Parents who pay annually don't need monthly tuition reminders.
- ➤ Setup groups or tags in your email marketing software to be able to send relevant content to each type of dancer/parent.
- ➤ Use your studio management system to send targeted class, day, or class type emails.
  - i.e. Email to specific classEmail to all Friday classesEmail to all Preschool classes



#### SUGGESTED RESOURCES



www.mailchimp.com



## **SMS TEXT**

Like, OMG 🤪



#### **SMS TEXT**

- ➤ Should be used judiciously and not over-used.
- ➤ Good for emergency notifications (like school closings).
- ➤ Good for very important reminders that might be missed in an email like final costume order deadlines or asking parents to attend the first 15 minutes of class for costume measurements.
- ➤ Higher open/read rate than email.
- ➤ But, don't abuse it!



#### SUGGESTED RESOURCES





Built in features:



www.remind.com



www.akadasoftware.com



www.jackrabbitdance.com



www.thestudiodirector.com



www.dancestudio-pro.com

# ROBO-CALL

Call Me, Beep Me, If You Wanna Reach Me



#### ROBB-CALL

- ➤ Similar to text messages also good for important reminders that shouldn't be missed.
- ➤ Also, be careful not to abuse!
- ➤ Providers often offer phone numbers for you to dial and record your message or you can use the Voice Memo app on your phone to record message and save as MP3 file.
- ➤ Don't like your voice and have some time before you need to send? Hire a voice over artist on Fiverr.

#### SUGGESTED RESOURCES



www.callloop.com

Built in features:



www.dancestudio-pro.com

## **Upcoming Events**

September 1

Annual Tuition Due

Semi-Annual Tuition Due

September Tuition Due

September 9

First Day of Classes

October 1

October Tuition Due

October 23-28

Halloween Party Week

October 31

No Classes

November 1

November Tuition Due

November 6-11

Costume Measurement Week

# DIGITAL SIGNAGE

Your studio's own billboard

# TAKE ANY TV



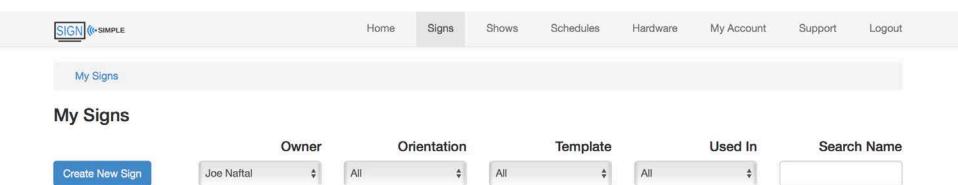
# BUY GOOGLE CHROME BIT

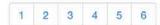




## SETUP SIGN SIMPLE

\$16.00/month

















Home

Signs

Shows

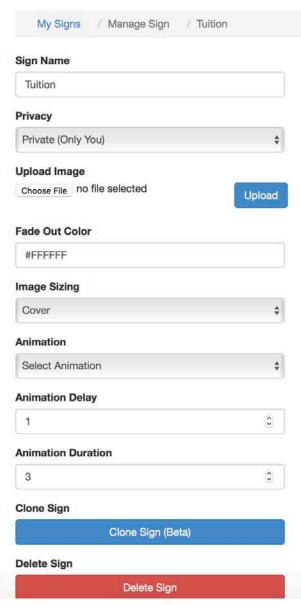
Schedules

Hardware

My Account

Support

Logout



#### **Tuition**

Refresh

Cast Sign



Just a reminder...

# **May Tuition is Due**

Remember to pay by **Thursday, April 10th** to avoid a late fee.











#### Sign URL

https://www.signsimple.com/play/sign?display=brand&id=718&u=11454725eaa46bd2&displayuserid=85

#### **Embed Sign**

<style>.embed-container { position: relative; padding-bottom: 56.25%; height: 0; overflow: hidden; max-width: 100%; height: auto; } .embed-container iframe, .embed-container object, .embed-container embed { position: absolute; top: 0; left: 0; width: 100%; height: 100%; }</style><div class='embed-container'><iframe src='https://www.signsimple.com/play/sign?display=brand&id=718&u=11454725eaa46bd2&displayuserid=85' style='border:0'></iframe></div>

Home

Signs

Schedules

Shows

Hardware

My Account

Support

Logout

My Signs / Manage Sign / Upcoming Events

#### Sign Name

**Upcoming Events** 

#### Privacy

Private (Only You)

#### Title

**Upcoming Events** 

#### To Create Events Follow The Format Below:

<title>Title<endtitle>

<event>Event<endevent>

#### Left Side

<br><br><br>>

<title>August 18<endtitle>

<event>Alumni Reception<endevent>

<title>September 1<endtitle>

<event>September Tuition Due<endevent>

<event>Semi-Annual Tuition Due<endevent>

<event>Annual Tuition Due<endevent>

#### **Right Side**

<br><br>

<title>October 1<endtitle>

<event>October Tuition Due<endevent>

<title>October 22-27<endtitle>

#### **Upcoming Events**

Refresh

Cast Sign



#### Sign URL

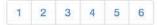
https://www.signsimple.com/play/sign?display=brand&id=475&u=114546422fc917b5&displayuserid=85

#### **Embed Sign**

<style>.embed-container { position: relative; padding-bottom: 56.25%; height: 0; overflow: hidden; maxwidth: 100%; height: auto; } .embed-container iframe, .embed-container object, .embed-container embed { position: absolute; top: 0; left: 0; width: 100%; height: 100%; }</style></div class='embed-container'><iframe src='https://www.signsimple.com/play/sign?display=brand&id=475&u=114546422fc917b5&displayuserid=85' style='border:0'></iframe></div>

#### Create New Sign







Full Screen Image Landscape



Full Screen Image Portrait



1920 pixels by 1080 pixels



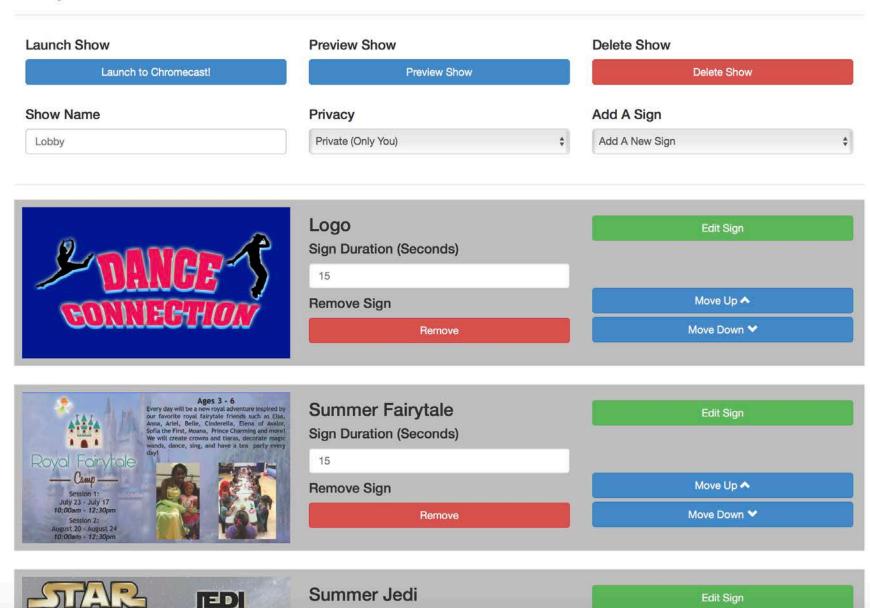
Split Images - Left / Right

4 Rotating Image Slideshow



Full Page Image Rotated Portrait

#### Lobby





Just a reminder...

# January Tuition is Due

Remember to pay by **Tuesday, January 10th** to avoid a late fee.



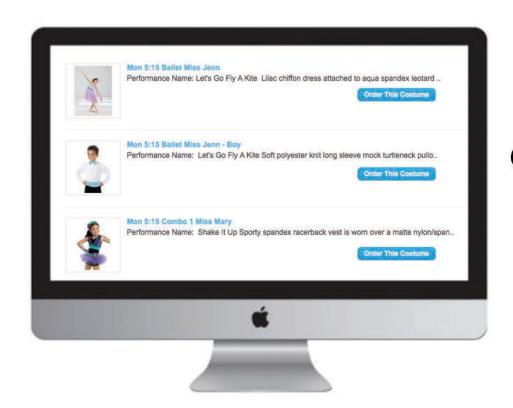








# Reminder! Costume Order Deadline is December 2<sup>nd</sup>



Order online at www.danceconnectioncostumes.com or stop by our office!

Ordering your costumes is easy!

# RECITAL FLOWERS









"COLOR ME PURPLE"

"GLITTER BALLERINA"

"MADAME BUTTERFLY"

"RAINBOW BALLERINA"

PRE-ORDER TODAY!



# OCTOBER 26 THRU OCTOBER 31

REMEMBER
TO WEAR
YOUR
COSTUME!



# FRIDAY AUG 17

**BEGINNER/INTERMEDIATE** 

5:30-7:30PM

**ADVANCED** 

8:00-10:00PM

\$35

### Recital Volunteers Needed



- Cafeteria Waiting Area
  - Preschool Room
  - Changing Areas
  - Quick Change Area
    - Stage Crew
      - Security
      - Ushers
    - Concession Sales

Recital volunteers can see their dancer perform without purchasing a ticket.

SIGN UP TO VOLUNTEER TODAY!

#### SUGGESTED RESOURCES

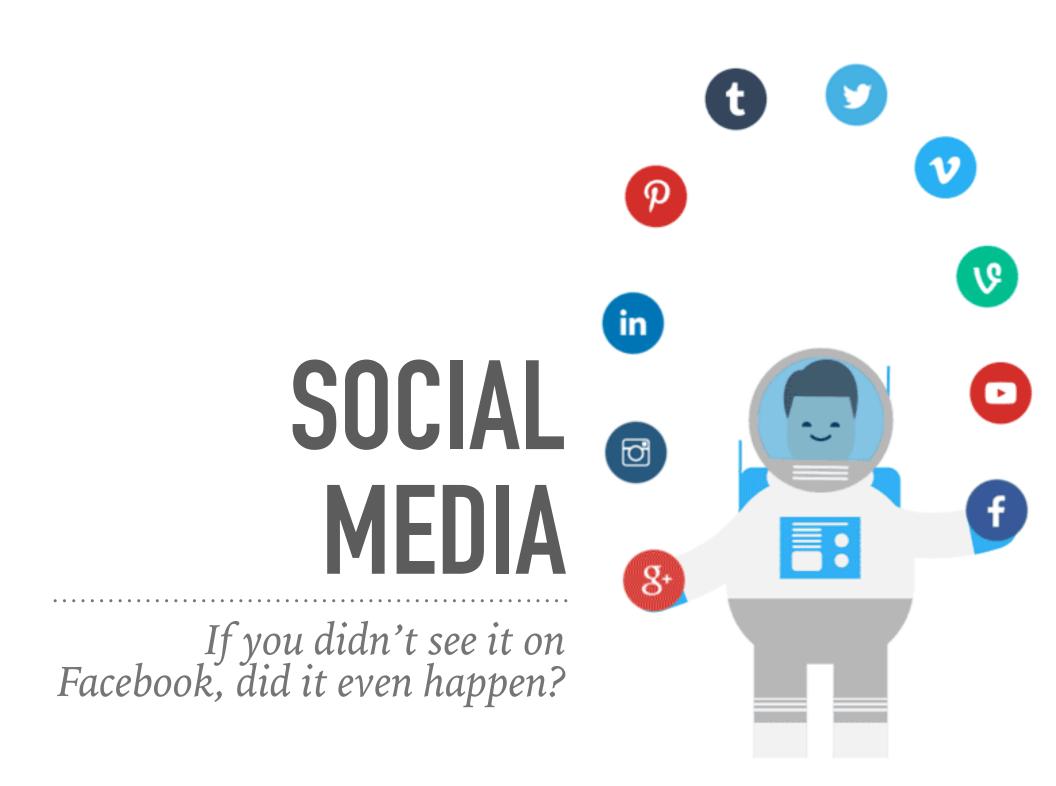


www.signsimple.com

Built in features:



www.dancestudio-pro.com



#### **SOCIAL MEDIA**

- ➤ Another good way to keep your studio community informed and to share your studio's story through social media.
- ➤ Not everyone will see, so don't rely on it as a primary form of communication, but use as a reinforcement.
- ➤ Share exciting click-worthy and share-worthy content.



#### **HOW TO DELEGATE**

- ➤ Delegating studio communications, social media, and public relations jobs is scary it's the voice of your brand!
- ➤ But, you can use help!
- ➤ Setup a system where you can "curate" the content being shared set the goals and review rather than bear all of the legwork.

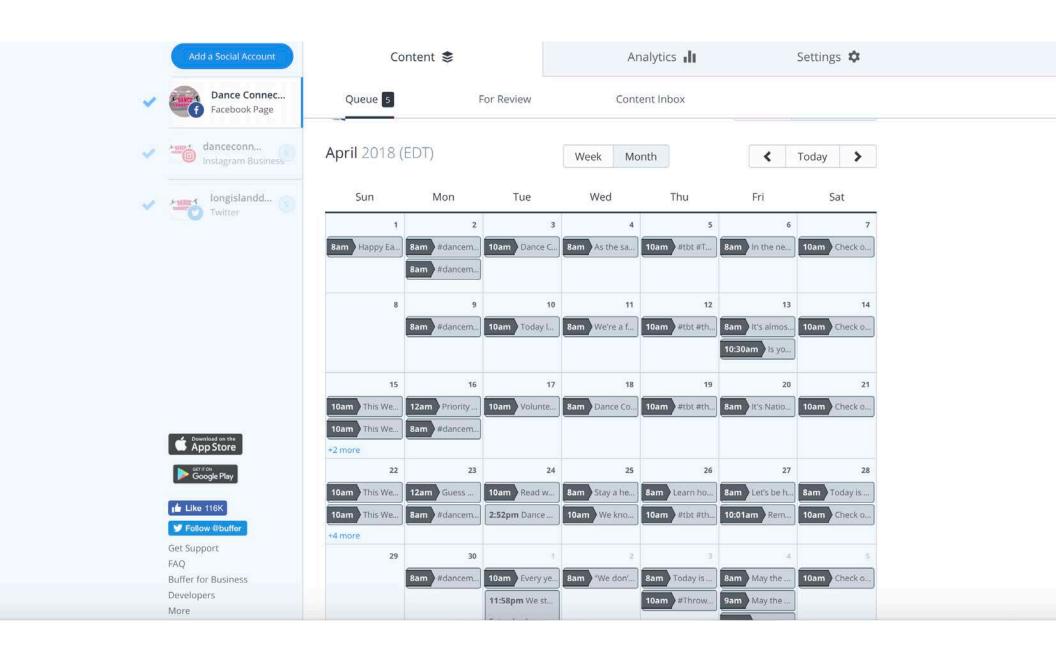
#### SUGGESTED RESOURCES

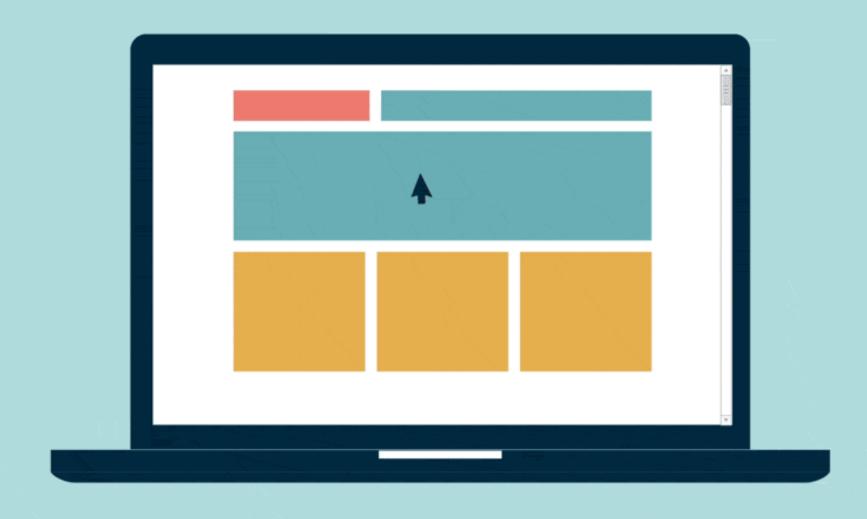


www.buffer.com



www.hootsuite.com





# WEBSITE BLOG

Draw users to your website









Home / About Us / Faculty / Classes / Current Students / Companies / Events / Recital / 📜 / Q

#### IN STEP WITH DC



#### Backstage at Recital: The Making of Beauty and the Beast

By Erin Sforza in In Step With DC on July 31, 2018

The teachers and staff of Dance Connection love to put together a truly entertaining, professional quality recital. A major component to that is the opening number performed by our Recital Company. This past recital was a big undertaking for both the staff and students alike: Beauty and the Beast. Even before rehearsals can begin Miss [...]



#### Backstage at Recital: The Making of Hard Knock Life

By Erin SForza in In Step With DC on July 24, 2018

Every year at our recital, we have a group of performers who work incredibly hard to kick off recital with a fantastic production number. Those performers range in age from 7 – 20+ years and come together to create something wonderful that lets our audience know they are in for one entertaining show. This year, [...]



#### Bringing "Arctic Blast" Back to the Stage

By Erin Sforza in In Step With DC on July 20, 2018

This past year Miss Mary and Miss Molly took on the daunting task of remounting an extremely "chill" precision tap number from a previous recital. If you remember the extra fun and entertaining tap number with all of the penguins, then you know exactly the number I'm talking about. This number has traveled all the [...]









#### **WEBSITE BLOG**

- ➤ Share click-worthy and share-worthy articles.
- ➤ Use as a device to inform and engage community with current studio events and communications objectives.
- ➤ Serves as an indirect way to inform parents about direct news they need to know.
- ➤ Can provide a behind the scenes & deeper look into the studio's day to day, into certain policies, etc.
- ➤ Doesn't always have to be NY Times can be Buzzfeed too.
- Position yourself/your studio as experts.
- ➤ Bonus: Parents can share blog articles.



#### **EXAMPLES**

- ➤ Getting to Know You Series Q&A with Teachers & Staff
- ➤ Tips for Child's First Dance Class
- ➤ Why do I Need to Take Ballet?
- ➤ What to Expect During Dress Rehearsals
- ➤ Cognitive Benefits of Dance
- ➤ Make-up Class or Tutoring... What's best?
- ➤ Your Recital FAQ's Answered
- How to Paint Shoes Video Tutorial
- ➤ Ballet Bun Video Tutorial

#### **EXAMPLES**

- ➤ Supporting Our Little Stars On (and off) Stage
- ➤ A Guide for First-Time Recital Parents
- ➤ Top 10 Summer 2019 Camp Offerings
- ➤ 4 Ways to Show Your Studio Spirit

#### SUGGESTED RESOURCES



www.moonlightwritingservices.com



# POSTCARDS/MAIL

What's old is new again

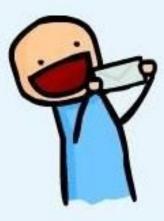
### 10 YEARS AGO





### NOW







181 Freeman Avenue
Islip, NY 11751
(631) 224-7134
www.lidanceconnection.com
info@lidanceconnection.com

#### **FINAL RECITAL CHECKLIST**

	Picked up my Recital Costume(s)
	Purchased my Recital Tickets
	Marked Dress Rehearsal & Recital Dates/Times on Calendar
	Ordered a Recital T-Shirt
	Ordered a Shining Star for my dancer
	Ordered a Dancer Doll
	Ordered Recital Flowers
X	Ordered Recital DVD Everyone will recieve a free HD download!
	Painted my Shoes (if necessary)
	Signed up for Summer Classes
	Pre-Registered for Fall Classes

#### HAVE QUESTIONS OR CONFUSED ABOUT WHAT TO DO?

Don't worry - we're here to help you have the best recital experience possible!

Just give us a call at (631) 224-7134 or stop by the studio.



# Register Now for Fall Dance Classes!

PRESORTED FIRST-CLASS U.S. POSTAGE PAID FOX VALLEY, IL PERMIT NO. 777

Registration opens Friday, July 13th. Registering for fall classes is easy....

- Call (631) 224-7134
- Log onto

www.lidanceconnection.com

- Visit the studio at 181 Freeman Avenue in Islip
- Questions? Call or email info@lidanceconnection.com

User's Name User's Street Address User's City, State ZIP



#### **RECITAL 2018 QUICK REFERENCE**

#### WELCOME TO RECITAL SEASON

Recital season is a magical time at Dance Connection. The recital is the culmination of all of our students, faculty, and staff's hard work this season. It is what we have been working towards all year. Please read on for all of the key details for this year's recital production. If you have any questions, please feel free to contact our office at any time. Thank you in advance for your cooperation. We are confident the recital will be a wonderful experience for you and your guests and will create life-long memories for your dancer and your family. It's almost showtime!

#### CLASS ATTENDANCE

There are only a few classes left before the big show! Attendance is very important as performing in the recital is a commitment, not only for your dancer, but also to your dancer's teacher and fellow classmates. In the final weeks of classes, choreography for the dance is being completed, refined, and practiced and classtime helps create confidence and choreography recall.

#### RECITAL PERFORMANCES

Our Recital Performances are

Saturday, June 16 1PM - Saturday, June 16 7PM - Sunday, June 17 3PM

Some classes perform in one show, while others perform in all three shows. Visit our website's Recital Page and click "Who's In What Recital?" to see which performance your class is in.

#### RECITAL & DRESS REHEARSAL LOCATION

Holy Trinity Diocesan High School Newbridge Road, Hicksville, NY

#### Directions to Holy Trinity from Dance Connection

Take Southern State Parkway to Exit 27N (Wantagh Parkway). Take Wantagh Parkway to Exit W3 W. Make a left onto N Bellmore Rd. Turn Right onto Newbridge Road. Holy Trinity is located one mile down on the right.

#### Parking Tips

- Please park in <u>marked</u> stalls only. Parking is <u>prohibited</u> in any unmarked space, in the fire lane in front of the building, or on the lawn. Holy Trinity is very serious about it's parking policies and will tow any vehicles parked illegally.
- Additional parking is available within walking distance on the side streets across Newbridge Road or in the municipal lot behind the Village Green shopping strip (containing Subway and Carvel) south of Holy Trinity.
- Please <u>arrive early</u> and anticipate traffic and parking time as our show begins promptly and latecomers will be seated at the discretion of our house managers and will miss the beginning of the show. Families should consider carpooling for ease of parking.

#### DRESS REHEARSALS

Dress rehearsals are just as important as the performance! During the dress rehearsal, dancers will space the dance onstage, review the choreography, and test how costumes and accessories look and work on stage, while our designers, stage managers, technicians, and crew set lighting cues, adjust sound levels, and place scenery.

DRESS REHEARSALS WILL BE SCHEDULED BETWEEN 4:00PM AND 10:30PM JUNE 11 - JUNE 15

Each class will have an individual rehearsal time (between 10-30 min.) scheduled during dress rehearsal week.

A DETAILED DRESS REHEARSAL SCHEDULE WILL BE EMAILED OUT BY THE END OF MAY!

#### PERFORMANCE DAY

#### PLEASE ARRIVE DRESSED IN YOUR FIRST DANCE'S COSTUME!

Remember - <u>No jewelry/earrings</u> are to be worn, underwear should <u>not</u> be worn under tights, and nail polish should be <u>removed</u>. Food and drink (other than water) are not permitted in the cafeteria.

During the show, dancers will wait in Holy Trinity's fully air conditioned cafeteria. There are puzzles and games and they will be supervised by our staff and team of volunteers. There is a live feed showing the recital in the cafeteria. Preschool dancers will wait in our special Preschool Camp within the cafeteria.

#### When you arrive...

DANCERS IN THE SATURDAY 1PM SHOW SHOULD ARRIVE TO THE CAFETERIA NO LATER THAN 12:30PM DANCERS IN THE SATURDAY 7PM SHOW SHOULD ARRIVE TO THE CAFETERIA NO LATER THAN 6:30PM DANCERS IN THE SUNDAY 3PM SHOW SHOULD ARRIVE TO THE CAFETERIA NO LATER THAN 2:30PM

Dancers arriving to Holy Trinity on performance day should proceed with <u>ONE PARENT</u> to the cafeteria. The parent will have their hand stamped upon drop off. For security purposes, <u>ONLY</u> the parent with this hand stamp may pick up their dancer at the end of the show.

#### Do you have multiple costumes?

If you have costume changes during the show, please drop off your costume(s) to the appropriate costume change area when you arrive. Dancers with 7 or more dances to change will change in the regular changing side of the Cafeteria Changing Area. Dancers with 4-6 dances to change will change in the quick change side of the Cafeteria Changing Area. Dancers with 3 or less dances to change will change in the music room. Follow the signs to each designated area.

#### AFTER MY DANCER PERFORMS

After your dancer performs, sit back and enjoy the rest of the show! We promise the rest of the show is just as entertaining and the remaining dancers have worked equally as hard and deserve a "full audience feel" too.

Your dancer will be well taken care of in the cafeteria by our staff and volunteers.

At the end of the show, all of the dancers will return to the stage for a final bow and will receive a special gift.

#### PRESCHOOL PARENTS ONLY

Preschool parents only may, if they wish, pick up their child at intermission and bring them into the theater to sit on their lap, watch the rest of the performance, and return to the cafeteria towards the end of the show for the finale. Otherwise, they will be well taken care of in our special Preschool Camp.

If you choose to sign out your dancer before the end of the show, you will need to purchase a ticket for them or will need to leave the theater.

#### PERFORMANCE POLICIES

The following policies are in effect during all performances. Kindly inform your guests of these policies to avoid any misunderstanding or unpleasantness with our staff or security.

- The use of any photography or recording devices is <u>strictly prohibited</u> at any time once inside the theater. This includes the use of any camera (with or without flash), camcorder, or cell phone used in an attempt to photograph or video record any portion of the show. Those ignoring this policy will be required to leave the premises without refund. You are more than welcome to take photographs/video tape the dress rehearsal, only. Remember, you will receive a free HD digital download of your recital dances within a few weeks of the show!
- Please remain in your seat at all times. If you must leave your seat for any reason, please do so only during the blackouts between dances.
- Please <u>turn off or silence</u> any electronic devices (including cell phones, tablets, gaming devices, or watches that may make an audible sound). Please <u>refrain from texting</u> during the performance, as it is disrespectful to the performers on stage and extremely distracting to those around you.
- In compliance with federal law, smoking is prohibited on the entirety of Holy Trinity's campus.

#### SUGGESTED RESOURCES



www.mailchimp.com

# QUESTIONS?



# CONTACT ME!



# JOE NAFTAL

## JOE@JOSEPHNAFTAL.COM



(888) 49-DANCE

WWW.NAFTAL.NET