

SERVICE ADVISOR TRAINING

Processes

- Appointment Process - The Set Up
- Service Drive Process - Getting Them In
- Greeter Process - It's About the Experience/Relationship
- Walkaround - Where the Opportunity Is At
- Write-Up Process - The Nuts and Bolts
- Dispatching to Your Team - Getting it Done
- Selling Service - What They Need & Why We're Here
- Paperwork Flow - The Job's Not Finished Until the Paperwork's Done
- Active Delivery - What We Did With Their Time and Money
- Follow-Up - Put a Bow on it

The Why - Six Things You Need To Do To Be Successful And Why

- The Service Drive & Greeter Processes
- The Walkaround
- Communication, Trust, The Right Service At The Right Time For Every Customer
- Dispatching/Workflow
- Active Delivery
- Follow-up

W.I.F.M.? (What's in it for Me?)

- A Great Service Drive & Greeter Process Will Make You Money
- The Walkaround (Always Be Connecting)
- Efficient Dispatching Conveys Caring
- Service Sales You're Not a Car Salesman
- Active Delivery Communicates Professionalism
- Follow-Up Never Be Forgotten

The Numbers

- The Sales System
- MPI and its Importance
- Menu
- Menu's Effect on ELR
- Gross Profit
- Game Board, Winners Circle, Competition
- Incentives, Verification, & Audit Trail
- Technician Dice Rolls & MPI Process
- Technician Efficiency and Production
- Winner's Circle

Parts Department

- Roles and What To Expect
- MPI & Speed Of Presentation
- Menu Intervals & Consistency
- Selling Fast Moving Items Boosts Gross Profit



Adp Service Advisor Training Manual

American Council on Education



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Guide to the Evaluation of Educational Experiences in the Armed Services American Council on Education,1978

The 1984 Guide to the Evaluation of Educational Experiences in the Armed Services American Council on Education,1984

The 1980 Guide to the Evaluation of Educational Experiences in the Armed Services: Army American Council on Education,1980

Guide to the Evaluation of Educational Experiences in the Armed Services American Council on Education,2000

The Customer Success Professional's Handbook Ashvin Vaidyanathan,Ruben Rabago,2020-01-14

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