

# 27 Signs You Are Losing Money in Service

- Session 1: Introduction
- Session 2: Quoting Prices Over the Phone
- Session 3: Scheduling
- Session 4: No BDC
- Session 5: Poor Pre-Write Processes
- Session 6: Failure to Set Proper Time Expectations
- Session 7: Incomplete MPI's
- Session 8: Poor Sales Presentations
- Session 9: Ineffectively Selling Maintenance
- Session 10: Tire Sales
- Session 11: Waiters
- Session 12: Loaner Cars
- Session 13: No Carryovers
- Session 14: Lousy CSI
- Session 15: Failure to Raise Labor Rates
- Session 16: Not Utilizing a Labor Grid
- Session 17: Discounting
- Session 18: Salaried Service Advisors
- Session 19: Paying Advisors Off of Sales and Not Gross
- Session 20: Overcompensating for Flag Time
- Session 21: Technicians on a Guarantee or Salary
- Session 22: Unapplied Time
- Session 23: "All My Techs Do Tires"
- Session 24: Internal RO's
- Session 25: Not Utilizing a Parts Matrix
- Session 26: Parts Obsolescence
- Session 27: High Emergency Purchases
- Session 28: No Active Delivery