

54 Service Department Failure Points

- Session 1: Introduction
- Session 2: The Service Customer
- Session 3: The Meet & Greet
- Session 4: Customer Walk Arounds
- Session 5: CSI
- Session 6: Customer Lounge
- Session 7: Advertising
- Session 8: Multi-Point Inspections
- Session 9: MPI ¼ Time Rule
- Session 10: Hours Per RO
- Session 11: Posted Labor Rate
- Session 12: Effective Labor Rate
- Session 13: Service Absorption
- Session 14: Advisor Appearance
- Session 15: Not Reviewing Information Before Appointment
- Session 16: Poor Estimates / Lack of Standardization
- Session 17: Service Walk-In's
- Session 18: Appointment Scheduling
- Session 19: Open Scheduling
- Session 20: No Retail Message/Presence on Service Drive
- Session 21: Lack of Service Menus
- Session 22: Service Drive Process/Flow
- Session 23: Service Advisor Training – New / Experienced
- Session 24: Talk Around Customer's Head
- Session 25: In-Person Presentations
- Session 26: Video Presentations
- Session 27: Customer Status Calls
- Session 28: Texting
- Session 29: Not Presenting Next Service Maintenance
- Session 30: Schedule Next Visit
- Session 31: Active Delivery
- Session 32: Inbound Calls
- Session 33: Service BDC

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- Session 34: Quoting Fees Over the Phone
- Session 35: Techs vs Bays
- Session 36: Throughput
- Session 37: Stall Utilization
- Session 38: Used Car Internals
- Session 39: Selling Tires
- Session 40: Variable Labor Pricing
- Session 41: Parts Matrix
- Session 42: Advisor KPI Boards
- Session 43: Tech KPI Boards
- Session 44: Parts KPI Boards
- Session 45: Effective/Available Express Service
- Session 46: Parking Lot Organization
- Session 47: No New Car Customer Service Presentation/Introduction
- Session 48: No Repair QC Process
- Session 49: Discounts/Coupons
- Session 50: Communication Among Departments
- Session 51: No Warranty Controls
- Session 52: Rentals/Loaners
- Session 53: No Lubricants Program
- Session 54: No SOP Protocols
- Session 55: Missed Opportunity / Declined Repairs Capture and Conquest / Follow Up