

In-Dealership Service Training

Day 1

- 7:30AM – 11:30AM: Service Drive Observation & Operational Review
- Review Service Processes and Procedures
 - Repair Order Review
 - Performance Review
- 1:30PM – 4:00PM: Service Advisor Training (1/2 the Group)
- Attendees: Service Director, Service Manager, Service Advisors (Dealer & GM Encouraged)
 - Topics:
 - Meet & Greet
 - Walkarounds
 - Customer Pay Upsell Presentations
 - Objection Handling
 - Phone Skills
 - CSI
 - Active Delivery
- 4:00PM – 5:30PM: Service Drive Observation
- Review Service Processes and Procedures for Customers Picking Up
 - RO & MPI Review
 - CSI Communication
 - Active Deliveries

Day 2

- 7:30AM – 9:30AM: Train on the Service Drive
- Work with Attendees from Day #1 Classroom Session
 - Meet & Greet
 - Walkarounds
 - Customer Pay Upsell Presentations
 - Objection Handling
- 9:30AM – 12:00PM: Service Advisor Training (1/2 the Group)
- Attendees: Service Director, Service Manager, Service Advisors (Dealer & GM Encouraged)
 - Topics:
 - Meet & Greet
 - Walkarounds
 - Customer Pay Upsell Presentations
 - Objection Handling
 - Phone Skills
 - CSI
 - Active Delivery
- 1:30PM – 3:30PM: Train on the Service Drive
- Work with Attendees from Day #2 Classroom Session
 - Meet & Greet
 - Walkarounds
 - Customer Pay Upsell Presentations
 - Objection Handling
- 3:30PM – 4:30PM: Management Review
- Dealer, GM, Fixed Ops Director
 - Review of Visit and Areas of Opportunity
 - Review a Plan of Action for Service Department
 - Map Out Strategy and Results for Next 6 Months

