# ADVANCED SERVICE ADVISOR PROGRAM

***Who Should Attend:***
- Dealers
- General Managers
- Service Managers
- Service Advisors

This two-day (2.5 hours daily) Advanced Service Advisor course is an Advanced A-Z program on understanding the Service Customer, upselling service repairs & maintenance and how to create a lasting relationship with every Service Customer. This course will include extensive role playing and in-depth discussion groups.

**David Lewis & ASSOCIATES**

*Automotive Sales & Management Training Since 1986*

**For more information please call** 321-435-6000

*Or register online at: www.davidlewis.com*

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## Topics Will Include:

- Phone Strategies / Setting Appointments
- Sales Processes Customers Will Appreciate
- Effective Walk Around Presentations
- Advanced Step Selling Techniques
- Objections Responses
- How to Create a Quality Repair Order
- Delivery Procedures
- How to Improve CSI Scores
- How to Deal with Stress

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