

ADVANCED SERVICE MANAGER CONCEPTS



Who Should Attend:

- Dealers
- General Managers
- Fixed Operations Directors
- Service Managers

A three day course dedicated to provide the experienced Service Manager with ideas, tools and techniques on how to grow and enhance their Service Department.

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ADVANCED SERVICE MANAGER CONCEPTS

Course Will Cover:

- Hiring The Right People
- How to Create a Team Environment
- Service Employee Pay Plans
- Leadership Skills
- Understanding The Service Customer
- Effective Marketing Strategies
- Ideas for Advanced Service Revenue
- How to Maintain a Profitable Express Maintenance Operation
- The Benefits of a Service BDC Department
- The Process for Creating Higher CSI Scores

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\$1295 PER ATTENDEE

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