

ADVANCED SERVICE ADVISOR PROGRAM



Who Should Attend:

- Dealers
- General Managers
- Service Managers
- Service Advisors

This two day 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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