

ADVANCED SERVICE MANAGER CONCEPTS

Who Should Attend:

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

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

 **David Lewis**
& ASSOCIATES
Automotive Sales & Management Training Since 1986

For more information please call 321-435-6000

Or register online at: www.davidlewis.com

ADVANCED SERVICE MANAGER CONCEPTS

Topics Will Include:

- 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 Generation
- 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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