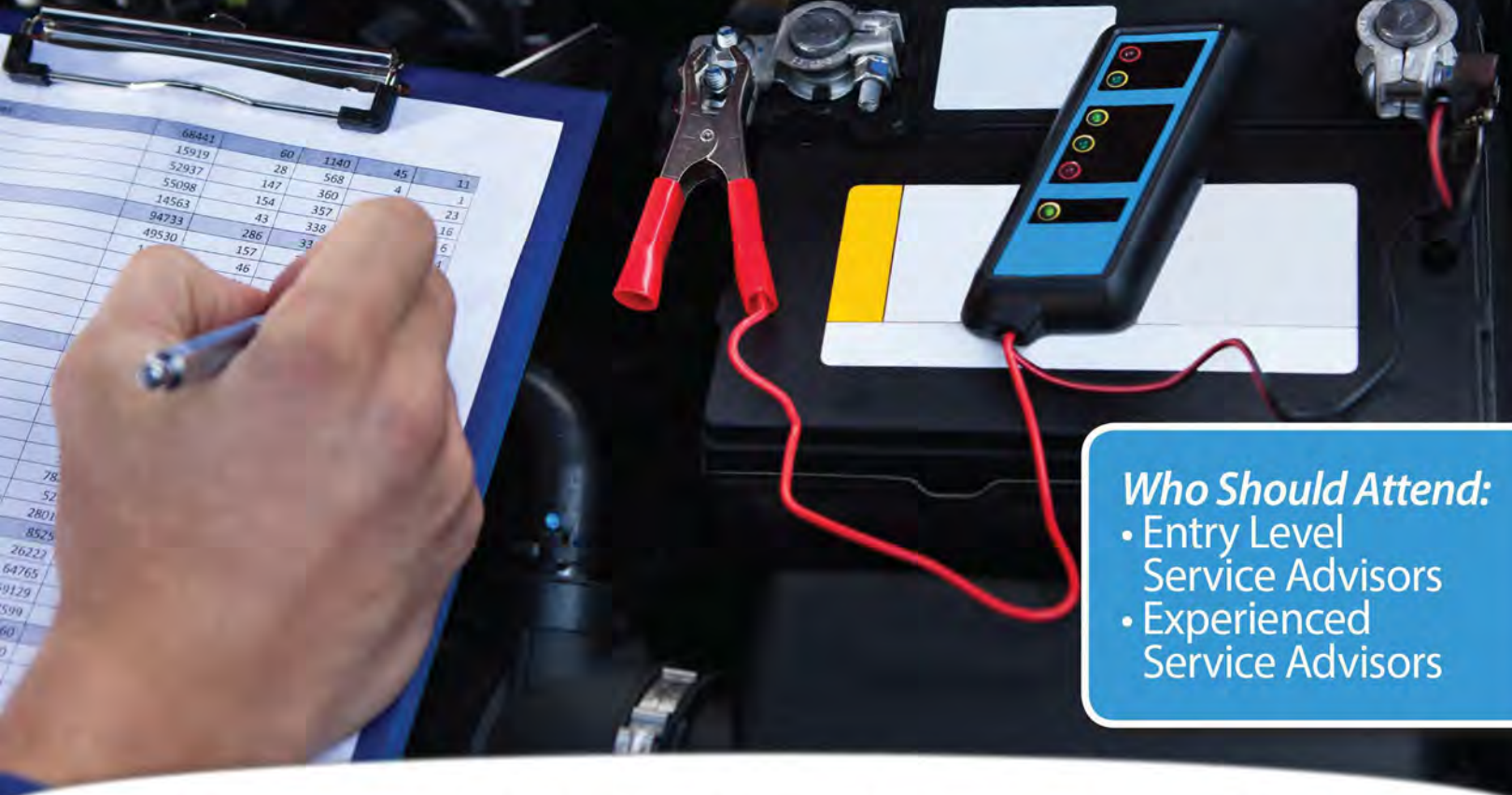


ENTRY LEVEL SERVICE ADVISOR



Who Should Attend:

- Entry Level Service Advisors
- Experienced Service Advisors

A three day course for the individual either just starting their career as a Service Advisor or a experienced Service Advisor who truly needs to get back to the basics of selling service.

David Lewis
& ASSOCIATES

Automotive Sales & Management Training Since 1986



For more information please call 321-435-6000

Or register online at: www.davidlewis.com



For more information please call 321-435-6000

Or register online at: www.davidlewis.com



ENTRY LEVEL SERVICE ADVISOR

This course includes extensive role playing!

Topics Will Include:

- Understanding the Fundamentals of a Service Department
- Understanding the Service Customer
- Phone Strategies / Setting Appointments
- The Basic Steps to Selling in Service
- Effective Walk Around Presentations
- Word Tracks for Selling Success
- How to Handle Customer Objections
- How to Create a Quality Repair Order
- Delivery Procedures

David Lewis
& ASSOCIATES

Automotive Sales & Management Training Since 1986