

SERVICE BDC



Who Should Attend:

- Dealers
- General Managers
- Fixed-Ops Directors
- Service Managers

This Two Day Course will help dealers identify customers that have not been in your Service Drive before or recently. You will discover time sensitive service Campaigns to bring more traffic in your Service Lanes to increase RO count and Retention, not to mention the Bottom-Line

 **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:

Introduction To The Right Mix of:

- Process
- Support
- System Training

Other Topics Will Include:

- "IN" The Drive
Increase Avg. Hours Per RO
- On The Web
Creating A Tangible Customer Experience
- Increase Positive Reviewes & CSI
- Measuring Your Impact

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