

# In-Dealership Service Training

## Day 1

- 7:30AM – 11:30AM: Service Drive Observation & Operational Review
- Review Service Processes and Procedures
  - Repair Order Review
  - Performance Review
- 1:30PM – 4:00PM: Service Advisor Training (1/2 the Group)
- Attendees: Service Director, Service Manager, Service Advisors (Dealer & GM Encouraged)
  - Topics:
    - Meet & Greet
    - Walkarounds
    - Customer Pay Upsell Presentations
    - Objection Handling
    - Phone Skills
    - CSI
    - Active Delivery
- 4:00PM – 5:30PM: Service Drive Observation
- Review Service Processes and Procedures for Customers Picking Up
    - RO & MPI Review
    - CSI Communication
    - Active Deliveries

## Day 2

- 7:30AM – 9:30AM: Train on the Service Drive
- Work with Attendees from Day #1 Classroom Session
    - Meet & Greet
    - Walkarounds
    - Customer Pay Upsell Presentations
    - Objection Handling
- 9:30AM – 12:00PM: Service Advisor Training (1/2 the Group)
- Attendees: Service Director, Service Manager, Service Advisors (Dealer & GM Encouraged)
  - Topics:
    - Meet & Greet
    - Walkarounds
    - Customer Pay Upsell Presentations
    - Objection Handling
    - Phone Skills
    - CSI
    - Active Delivery
- 1:30PM – 3:30PM: Train on the Service Drive
- Work with Attendees from Day #2 Classroom Session
    - Meet & Greet
    - Walkarounds
    - Customer Pay Upsell Presentations
    - Objection Handling
- 3:30PM – 4:30PM: Management Review
- Dealer, GM, Fixed Ops Director
    - Review of Visit and Areas of Opportunity
    - Review a Plan of Action for Service Department
    - Map Out Strategy and Results for Next 6 Months