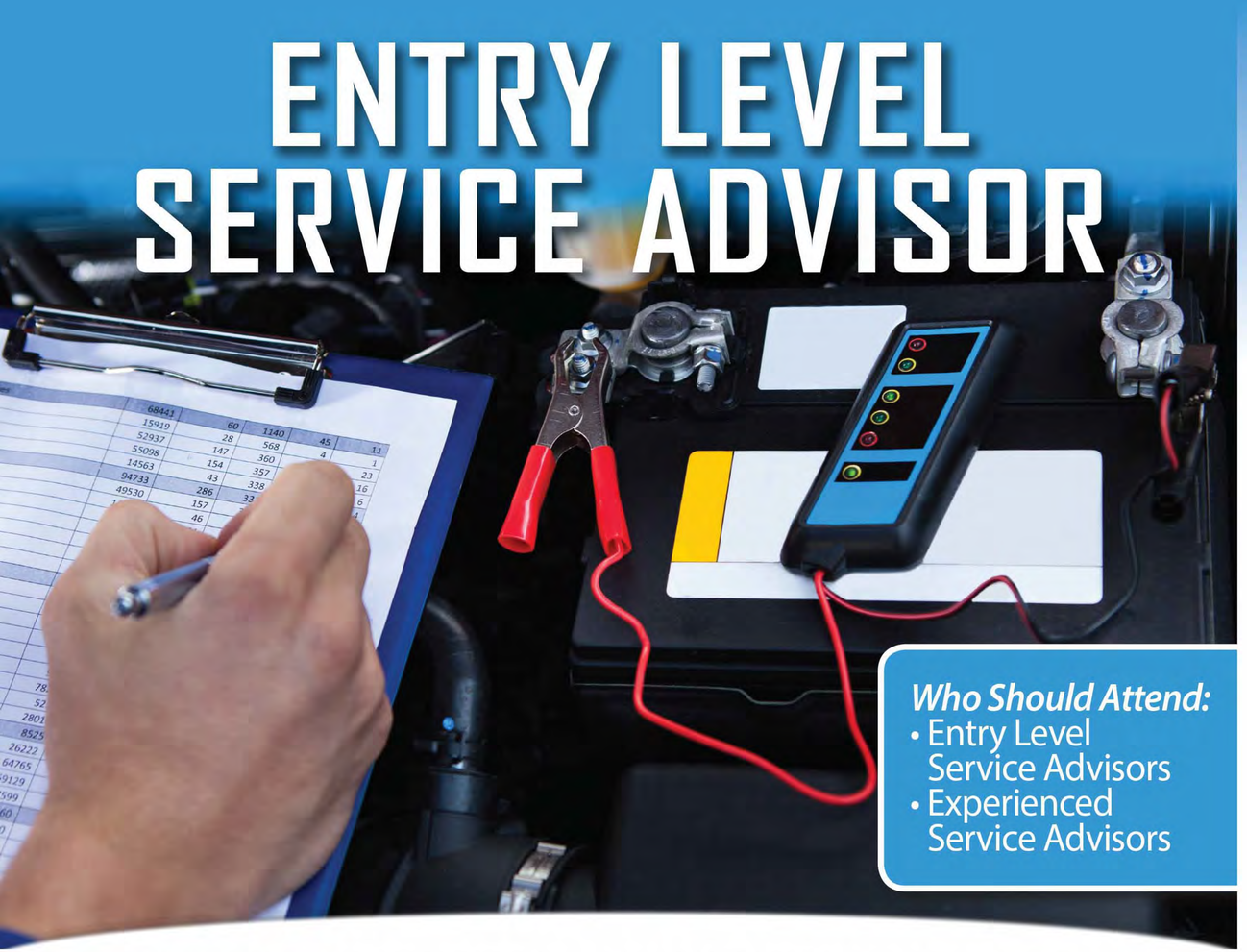
# ENTRY LEVEL SERVICE ADVISOR



***Who Should Attend:***
- Entry Level Service Advisors
- Experienced Service Advisors

A three-day (2.5 hours daily) Entry Level Service Advisor course for the individual either just starting their career as a Service Advisor or an 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*

# 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*

**For more information please call** 321-435-6000

*Or register online at: www.davidlewis.com*