SERVICE MANAGEMENT

Who Should Attend:
- Dealers
- General Managers
- Fixed Operations Directors
- Service Managers

This three-day (2.5 hours daily) Advanced Service Management course provides Service Managers with ideas, tools and techniques 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

SERVICE MANAGEMENT

Topics Will Include:

- Hiring The Right People
- How to Create a Team Environment
- Service Employee Pay Plans
- Leadership Skills
- Understanding The Service Customer
- Customer Pay Sales Techniques
- Advanced Dispatching Procedures
- Inbound Phone Techniques
- 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

David Lewis & ASSOCIATES

Automotive Sales & Management Training Since 1986

For more information please call 321-435-6000

Or register online at: www.davidlewis.com