

SERVICE ADVISOR TRAINING

Processes

- Appointment Process - The Set Up
- Service Drive Process - Getting Them In
- Greeter Process - It's About the Experience/Relationship
- Walkaround - Where the Opportunity Is At
- Write-Up Process - The Nuts and Bolts
- Dispatching to Your Team - Getting it Done
- Selling Service - What They Need & Why We're Here
- Paperwork Flow - The Job's Not Finished Until the Paperwork's Done
- Active Delivery - What We Did With Their Time and Money
- Follow-Up - Put a Bow on it

The Why - Six Things You Need To Do To Be Successful And Why

- The Service Drive & Greeter Processes
- The Walkaround
- Communication, Trust, The Right Service At The Right Time For Every Customer
- Dispatching/Workflow
- Active Delivery
- Follow-up

W.I.F.M.? (What's in it for Me?)

- A Great Service Drive & Greeter Process Will Make You Money
- The Walkaround (Always Be Connecting)
- Efficient Dispatching Conveys Caring
- Service Sales You're Not a Car Salesman
- Active Delivery Communicates Professionalism
- Follow-Up Never Be Forgotten

The Numbers

- The Sales System
- MPI and its Importance
- Menu
- Menu's Effect on ELR
- Gross Profit
- Game Board, Winners Circle, Competition
- Incentives, Verification, & Audit Trail
- Technician Dice Rolls & MPI Process
- Technician Efficiency and Production
- Winner's Circle

Parts Department

- Roles and What To Expect
- MPI & Speed Of Presentation
- Menu Intervals & Consistency
- Selling Fast Moving Items Boosts Gross Profit



Jd Service Advisor Training Manual

**Yolanda A. Johnson, Sonya D. Hill, Julie
A. Mitchell**



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Legal Division Handbook Federal Law Enforcement Training Center. Legal Division, 2010 The mission of the Federal Law Enforcement Training Center FLETC is to serve as the federal government's leader for and provider of world class law enforcement training Legal Division Handbook, 2010, *, 2010 Federal Yellow Book, 2010 *Small Business Sourcebook*, 1996 A guide to the information services and sources provided to 100 types of small business by associations consultants educational programs franchisers government agencies reference works statisticians suppliers trade shows and venture capital firms **Judicial Yellow Book**, 2009 **Handbook of Multicultural Counseling** J. Manuel Casas, Lisa A. Suzuki, Charlene M. Alexander, Margo A. Jackson, 2016-05-26 Celebrating its 20th anniversary The most internationally cited resource in the arena of multicultural counseling the Handbook of Multicultural Counseling is a resource for researchers educators practitioners and students alike Continuing to emphasize social justice research and application the Fourth Edition of this best seller features nearly 80 new contributors of diverse backgrounds orientations and levels of experience who provide fresh perspectives to every chapter Completely updated this classic text includes new chapters on prevailing social issues and covers the latest advances in theory ethics measurement clinical practice assessment and more This is the most comprehensive synthesis of cutting edge multicultural counseling research available This is the gold standard and a must read for anyone working in a human services field Audrey M Ervin Delaware Valley College **Resources in Education**, 1977-12 *Corporate Yellow Book*, 2006 **Congressional Yellow Book**, 2008 A loose leaf directory of Congress their committees and key aides *Federal Regional Yellow Book*, 2006 *Newsletter*, 1976 **Automotive News**, 2004 **Small Business Sourcebook** Yolanda A. Johnson, Sonya D. Hill, Julie A. Mitchell, 1998 **California. Court of Appeal (2nd Appellate District). Records and Briefs** California (State)., *Law Firms Yellow Book*, 2003 **Service Advisor Training Manual** Applied Transportation Concepts, inc, 2001 **The American Bench**, 2008 *Financial Yellow Book*, 2008 *Official Year Book of the Union* South Africa. Office of Census and Statistics, 1928 *Georgia Education Journal*, 1929

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