

LBT-108: Survival Skills For The Service Advisor

As the liaison between your service techs and the customer, the service adviser is the most important job performed in your shop. Although it can often be a hectic and thankless job, the skills it requires are often overlooked by shop owners and technicians. AVI can help you gain the excellent people skills and selling skills that will maximize the profitability of your business and increase your bottom-line.

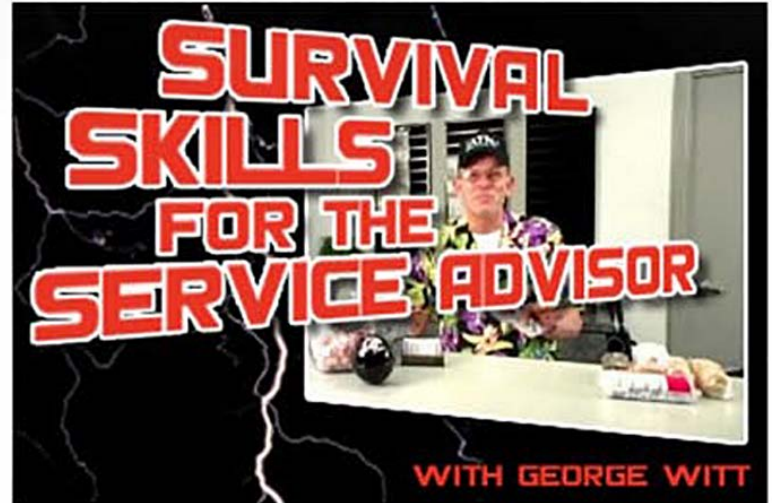
AMI approved instructor George Witt provides valuable information to help you improve the way you deal with customers and sell your service. He shows you how to control the nightmare of scheduling and control the entire daily repair "flow" in your shop. He also explains the proper and effective way to write estimates and repair orders and the best ways to "sell" maintenance. The course covers how to avoid major RED FLAGS to keep you out of hot water and when to shut up and sell more.

Your shops goal is to serve your customer and keep them happy. If your service advisor is not doing their job effectively, your customers may not be as happy as they could be. Get the training and skills you need to increase your profits and ensure your shop survives.

Runtime: 100 minutes

Topics Covered

- Introduction
- Scheduling, The Key To The Pace
- Controlling The Transaction, The Initial Reception
- Writing A Proper Repair Order
- Internal Shop Activities
- Additional Repair Order Writing Tips
- Solutions To Common Problems
- Top 10 Things The Service Advisor Can Do To Mess Up Their Day



Supplements

- Testing Resources
- Manual
- Videos
- Discussion Forum
- Certificate