



# SERVICE ADVISOR SKILLS FOR SUCCESS

WITH BETTY JO YOUNG

**Saturday • 12/14/24**

**8am - 5pm EST**

**Class Code: BD3476**

**Cost: \$385**

Hilton Garden Inn  
Charlotte Airport  
2400 Cascade Pointe Blvd.  
Charlotte, NC

## **PART I**

- Make Every Customer Feel Special - People do business with people
- Vehicle Intake - The walk around, initial inspection and notes
- The Customer Interview - All methods of contact, concerns, special considerations and more
- Documentation and Communication - Best Practices
- The Repair Order - A Legal Document - "Cover the shop's assets"

## **PART II**

- Communicating with Technicians - Know your technicians
- The Value of Selling "Time" - It is perishable!
- Educating Is Our Job
- RO Size Matters
- Selling - Maintenance, Diagnostic, Time, The Job
- Vehicle Delivery and Follow Up - Building the relationship