



# SERVICE ADVISOR SKILLS FOR SUCCESS

WITH BETTY JO YOUNG

**Saturday • 5/3/25**

**8am - 5pm**

**Class Code: BD3480**

**Cost: \$385**

Sheraton North Houston  
15700 John F Kennedy Blvd  
Houston, TX 77032  
(281) 442-5100

## **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