

# POWER PHONE PROCESSES FOR SERVICE ADVISORS

WITH THE DUELING DUO:  
GARY GUNN & BRIAN GILLIS

**WTI**  
WORLD PAC Training Institute®

**CARQUEST** Technical  
Institute®



*Gary Gunn and Brian Gillis will tag-team the “why’s” as well as the “rules” as they role play using proven scripts that check all the boxes. This 2-hour interactive class will show you how to use the Power Phone Processes to effectively present repair and maintenance estimates.*

- **5 Unique Scripts for the 3 Most Common Incoming Calls:**
  - Oil Change and Maintenance
  - Inquiries
  - Price Shoppers
- **Best Methods and Strategies for Getting to YES.**
- **Interactive Q&A with the Dueling-duo Coaches, Brian and Gary.**

*Join us for a fun and enlightened take on selling services and maintenance while creating your own highly effective scripts.*

*Date:*

*Time:*

*Class Code:*

*Cost:*