

ADVANCED SERVICE ADVISOR PROGRAM

Who Should Attend:

- Dealers
- General Managers
- Service Managers
- Service Advisors

This two and one half day course is an Advanced A-Z program on understanding the Service Customer, upselling service repairs & maintenance and how to create a lasting relationship with every Service Customer. This course will include extensive role playing and in depth discussion groups.

 **David Lewis**
& Associates, Inc.

Automotive Sales & Management Training Since 1986

DLA Philadelphia Training Center 500 North Gulph Road • Suite 450 King of Prussia, PA 19406

For more information please call
800-374-3314 ext. 215

Or register online at: www.davidlewis.com



ADVANCED SERVICE ADVISOR PROGRAM

Topics Will Include:

- Phone Strategies / Setting Appointments
- Sales Processes Customers Will Appreciate
- Effective Walk Around Presentations
- Advance Step Selling Techniques
- Objections Responses
- How to Create a Quality Repair Order
- Delivery Procedures
- How to Improve CSI Scores
- How to Deal with Stress

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\$795 PER ATTENDEE

Discounted Room Rates Available!

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