

ADVANCED SERVICE MANAGER PROGRAM

Who Should Attend:

- Dealers
- General Managers
- Fixed Operations Directors
- Service Managers

A four day course dedicated to provide the experienced Service Manager with ideas, tools and techniques on how to grow and enhance their Service Department.

 **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 MANAGER PROGRAM

Course Will Cover:

- Hiring The Right People
- How to Create a Team Environment
- Service Employee Pay Plans
- Leadership Skills
- Understanding The Service Customer
- Effective Marketing Strategies
- Ideas for Advanced Service Revenue
- How to Maintain a Profitable Express Maintenance Operation
- The Benefits of a Service BDC Department
- The Process for Creating Higher CSI Scores

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\$1295 PER ATTENDEE

Discounted Room Rates Available!

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