

# ENTRY LEVEL SERVICE ADVISOR



#### Who Should Attend:

- Entry Level Service Advisors
- Experienced Service Advisors

A four day course for the individual either just starting their career as a Service Advisor or an experienced Service Advisor who truly needs to get back to the basics of selling service.

 **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](http://www.davidlewis.com)



# ENTRY LEVEL SERVICE ADVISOR

This course includes extensive role playing!

#### Course Will Cover:

- Understanding the Fundamentals of a Service Department
- Understanding the Service Customer
- Phone Strategies / Setting Appointments
- The Basic Steps to Selling in Service
- Effective Walk Around Presentations
- Words Tracks for Selling Success
- How to Handle Customer Objections
- How to Create a Quality Repair Order
- Delivery Procedures

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**\$995 PER ATTENDEE**

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