

SHOWROOM RECEPTIONIST / HOST TRAINING PROGRAMME Level 2



Title:	Excelling In Mystery Shop Results
Audience:	Dealership Receptionists & Showroom Hosts
Length:	1 day
Format:	Interactive workshop

Course Overview:

This module focuses on the mystery shop programme as a measurement of your dealership's business performance. It will demonstrate how you can influence the results for your business by delivering an outstanding customer experience.

Key Learning Areas:

- Understanding why we have a mystery shop programme.
- The measurement criteria for your franchise mystery shop programme.
- Your latest mystery shop scores.
- Empowering yourself to understand the customer.
- How the mystery shop programme syncs with delivering an excellent customer experience.
- Words. Actions. Feelings.
- Understanding body language and tone of voice.
- Planting seeds the customer will remember.
- Follow up and communication.
- How to deliver an excellent mystery shop.

Interested? Call 01325 637251 or complete the contact form on
www.motorvise.com

