

CAR DEALERSHIP SERVICE TRAINING PROGRAMME



- Title:** Service Manager Excellence (Bronze)
- Audience:** Any Car Service Manager or experienced Car Service Advisor wanting to take the next step into management
- Length:** 2 days
- Format:** Interactive workshop

Training Course Overview:

This foundation course examines the role of the Car Service Manager and the core skills, behaviours and competencies required to maximise personal performance in the role. It looks at management skills required to improve the effectiveness of the car service team and provides a detailed understanding of the aspects of the role which directly impact on business performance and profitability.

Key Learning Areas:

- The core functions and objectives of a Car Service Manager.
- Understanding the pressures in the car service department.
- Your role and responsibilities in implementing and delivering an outstanding customer experience.
- How our behaviours influence customer retention and recommendation.
- Coaching and influencing skills - when, why and how we manage a team.
- Management for stability, why keeping your service team stable is so important.
- The benefits of on the job and review coaching.
- The effects of delivering fast and effective feedback.
- Conducting Car Service Advisor monthly appraisals to deliver continuous improvement.
- Creating and delivering effective department meetings.
- Using reporting to manage the performance of people and departments at your car dealership.

Are you interested? Call us on 01325 637251 or complete the contact form on www.motorvise.com

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