

CONTACT CENTRE/BDC SERVICE TRAINING PROGRAMME



Title: Contact Centre / BDC Service (Bronze)

Audience: Anyone working in a car dealership

Length: 3 days

Format: Interactive workshop

Training Course Overview:

By fully utilising the customer experience, and the standards that underpin it, you will have the opportunity to increase profit and have highly satisfied customers. This will enable you to maximise your personal performance as a car service professional and exceed customer expectations in all areas.

Key Learning Areas:

- Understand the basics of car technology including Hybrids and EV's.
- Develop a clear and confident style of communication of technical matters with both colleagues and customers.
- Cut through the industry jargon.
- Understand the development of the modern day car.
- Understand the importance of regular servicing and preventative maintenance.

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

Automotive
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