

CAR DEALERSHIP SERVICE TRAINING PROGRAMME



Title: Excelling In Mystery Shop Results (Silver)
Audience: All car dealership service department staff
Length: 1 day
Format: Interactive workshop

Training Course Overview:

This module focuses on the mystery shop programme as a measurement of your car 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 there is a mystery shop programme.
- The measurement criteria for your franchise mystery shop programme.
- Your latest mystery shop scores at your car dealership.
- Empowering yourself to understand the customer.
- How the mystery shop programme syncs with delivering an excellent customer experience.
- Words. Actions. Feelings. Understanding the impact of body language and tone of voice.
- Planting seeds the customer will remember.
- Follow up and communication.
- How to deliver an excellent mystery shop.

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

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