

# LEISURE VEHICLE DEALERSHIP SERVICE TRAINING PROGRAMME



**Title:** Excelling In Mystery Shop Results (Silver)  
**Audience:** All leisure vehicle 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 motor home 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 motor home 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](http://www.motorvise.com)

