

MOTORCYCLE DEALERSHIP SALES TRAINING PROGRAMME



Title: Excelling In Mystery Shop Results (Silver)
Audience: Any motorcycle dealership sales staff
Length: 1 day
Format: Interactive workshop

Training Course Overview:

This module focuses on the mystery shop programme as a measurement of your motorcycle 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 motorcycle dealership 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.

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

